

# ARTISTIC APPARELS.

## SOCIAL COMPLIANCE MANUAL

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### DISTRIBUTION & ISSUE LIST (AAPL-II)

S.#	Distributed to	Designation	Issue #	Signature
1	Mr. Mohammad Yousuf Ahmed.	CEO	01	
2	Mr. Mohammad Ahmed	MD	01	
3	Mr. Abdul Azeem	Manager Operations	01	
4	Mr. Saqib Amin	Manager Compliance & EHS / MR	01	
5	Certification Body	-	01	

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### LIST OF APPLICABLE LABOR LAWS.

S. No	APPLICABLE LAWS	SOCIAL COMPLIANCE
1	Complete labor code of Pakistan 2007	Compliance with Labor Laws
2	<ul style="list-style-type: none"><li>● Bonded Labor System (Abolition) Act 1992</li><li>● Bonded Labor System (Abolition) Rules, 1995</li></ul>	Forced Labor
3	<ul style="list-style-type: none"><li>● THE SINDH PROHIBITION OF EMPLOYMENT OF CHILDREN ACT, 2017 Employment of Children Sindh+Act+No.III+of+2017 (1)</li></ul>	Child Labor
4	<ul style="list-style-type: none"><li>● THE SINDH TERMS OF EMPLOYMENT (STANDING ORDERS) ACT, 2015. SINDH ACT NO. XI OF 2016</li></ul>	Harassment & Abuse
5	<ul style="list-style-type: none"><li>● THE SINDH WORKERS' COMPENSATION ACT, 2015</li><li>● Industrial Commercial Employment (Standing Orders) Ordinance 2015</li><li>● THE SINDH EMPLOYEES' SOCIAL SECURITY ACT, 2016. SINDH ACT NO. VI OF 2016.</li><li>● THE SINDH MINIMUM WAGES ACT, 2015 SINDH ACT NO. VIII OF 2016</li><li>● THE SINDH EMPLOYEES' OLD-AGE BENEFITS ACT, 2014. SINDH ACT NO. X OF 2015.</li><li>● Sindh Workers' Children (Education Cess) Rules 2015</li><li>● Provincial Employees Social Security Ordinance 2015</li><li>● THE SINDH EMPLOYEES' OLD-AGE BENEFITS ACT, 2014. SINDH ACT NO. X OF 2015.</li></ul>	Compensation & Benefits
6	<ul style="list-style-type: none"><li>● THE SINDH FACTORIES ACT, 2015. SINDH ACT NO. XIII OF 2016.</li></ul>	Hours of Work
7	<ul style="list-style-type: none"><li>● THE SINDH TERMS OF EMPLOYMENT (STANDING ORDERS) ACT, 2015. SINDH ACT NO. XI OF 2016</li></ul>	Discrimination
8	<ul style="list-style-type: none"><li>● THE SINDH FACTORIES ACT, 2015. SINDH ACT NO. XIII OF 2016.</li></ul>	Health & Safety
9	<ul style="list-style-type: none"><li>● THE SINDH TERMS OF EMPLOYMENT (STANDING ORDERS) ACT, 2015.</li></ul>	Freedom of Association
10	<ul style="list-style-type: none"><li>● The National Environmental Quality Standard ---SRO 742(I)93 SEPA Act 2014.</li></ul>	Environment
11	<ul style="list-style-type: none"><li>● Customs Act 1969 (Amended 2003),</li><li>● Customs Rules &amp; Notification (Amended July 2003)</li></ul>	Custom Compliance
12	<ul style="list-style-type: none"><li>● (Factory internal policies)</li></ul>	Security

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### **SCOPE OF THE MANUAL (AAPL-III)**

This social management system manual is structured on the core principles of Buyers Code of Conduct and covers the applicable local laws for workplace and environmental standards.

Each section of the manual defines the Buyers Code of Conduct and system procedures for the deployment of these principles into practices.

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### Social Policy (AAPL-IV)

**ARTISTIC APPARELS (PVT) LTD** is committed to establish and maintain a Social Compliance System to ensure compliance with legal, ethical and social obligations towards employees, customers and society.

In pursuit of our commitment, we pay our employees at par or above legitimate standards with all benefits under legal, social and ethical norms in a conducive and safe working environment. We encourage freedom of association and employees participation at all level. We condemn bonded/forced labor, child labor and discrimination on any ground.

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DIRECTOR

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# ARTISTIC APPARELS.

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### LETTER OF APPOINTMENT FOR MANAGEMENT REPRESENTATIVE (AAPL-V)

The Director of **ARTISTIC APPARELS (PVT) LTD** has appointed the HR / Compliance Manager as **Management Representative (MR)** Mr. Saqib Amin for the establishment, implementation and monitoring of the Social Compliance System based on WRAP, SA-8000 and different buyers COC standards.

The management hopes that the staff and employees of **ARTISTIC APPARELS (PVT) LTD** will extend their full support and cooperation for the above task.

The management announces full support to the above gentlemen and hopes that no stone will be left unturned in the accomplishment of Social Compliance System.

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Director

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### LIST OF ABBREVIATIONS

1.	CE	Chief Executive
2.	AA	Artistic Apparels (Pvt) Ltd.
3.	CR	Company Representative.
4.	GM	General Manager.
5.	PPE	Personal Protective Equipment.
6.	ERT	Emergency Response Team
7.	BLP	Bureau of Labour Publications
8.	SEPA	Sindh Environmental Protection Agency
9.	SRO	Supplementary Rule Order
10.	NIC	National Identity Card
11.	NADRA	National Database Registration Authority
12.	EOBI	Employees Old Age Benefits Institution
13.	SESSI	Sindh Employees Social Security Institution
14.	WPPF	Workers profit Participation Fund
15.	MSDS	Material Safety Data Sheet
16.	CCTV	Close Circuit Television
17.	PMAC	Personal Movement and Access Control
18.	NEQS	National Environment Quality Standards
19.	B/L	Bill of Lading.
20.	L/C	Letter of Credit
21.	EPB	Export Promotion Bureau
22.	PRGMEA	Pakistan Ready Made Garments Manufacturers & Exporters Association
23.	TMA	Towel Manufacturers Association
24.	APTMA	All Pakistan Textile Manufacturers Association
25.	FCR	Forwarder Cargo Receipt
26.	CIF	Cost Insurance & Fright
27.	SI	Security Incharge
28.	AL	Annual Leave
29.	CL	Casual Leave
30.	SL	Sick Leave
31.	LWOP	Leave Without Pay

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### IMPLEMENTATION STRATEGY

**ARTISTIC APPARELS (PVT) LTD** has adopted the following strategy for the implementation of Social management system.

1. **Adoption**
2. **Deployment**
3. **Monitoring**

1. For **Adoption**, the following methodology is used

- Transformation of **ARTISTIC APPARELS (PVT) LTD** social policies based on Buyers Code of Conduct into documented system with the identification of designations responsible for the execution of whole or part of the social management system.
- Training of staff and workers on the documented policies and system procedures is used as a means of communication besides posting of policies in the workplace.
- Also endorsement / acknowledgement by the staff and workers on **ARTISTIC APPARELS (PVT) LTD** policies are another means of deployment.

2. For **Deployment**, the following methodology is used

- In order to ensure the effectiveness of implementation of social management system, people are repeatedly communicated and trained on the system procedures and related policies and continued monitoring is ensured in order to check the continued implementation.

3. For **Monitoring**, the following methodology is used

- Inspection of area and activities
- Feedback from the work force and different buyers audits
- Social Management system audit.

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### COMPLIANCE WITH LABOR LAWS (AAPL-01)

#### **POLICY**

Artistic Apparels (Pvt.) Ltd. continuously update itself and comply with local and national laws and regulations including buyers requirements related to all workplace regulations and social laws including environmental regulations, customs laws and security.

#### **PURPOSE:**

To establish and maintain a documented system to establish and ascertain that the Management of the facility always comply with applicable Labor Laws and Regulations and implement them at all the levels.

#### **RESPONSIBILITIES:**

MR is responsible to carry out the activities in accordance with this procedure.

#### **PROCEDURE:**

- **ARTISTIC APPARELS (PVT) LTD** has current copy of Labor Code of Pakistan MR has registered the company with the local and national laws publication i.e. BLP (Bureau of Labour Publications) or other publication authority.
- For environmental requirements, MR seeks updates from Sind EPA (Environmental Protection Agency) or updated NEQS.
- MR in coordination with freight forwarding agency / shipping agency seeks the current applicable laws and practices which needs to be fulfilled either at the factory premises or at the port. Similarly laws of importing country / destination port related to shipment of cargo are also inquired and updated as applicable.

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### **Updating Documented Social Management System**

- From time to time, as the changes comes in the existing laws or new laws are drafted and promulgated for implementation through SRO's, newsletters etc. The MR updates the documented systems, communicates the amendments or new requirements through memos or by photocopying the requirements, to the concerned department.

### **Communication and Training**

- Where required, MR will train the concerned personnel to ensure the compliance of updated laws. Training records are maintained in the form of training attendance.
- MR also provides the relevant training materials pertaining to the new or amended laws to concerned designation.
- In cases where the new or amended law has direct impact on the workers, they are informed about the requirement or change in company policies or procedures through displaying the company polices, procedures, new or amended local laws on notice board maintained near the main gate.
- Similarly for contractual workers, MR ensures through contractor that the workers are informed about the new or amended requirements.
- MR gets Feedback from Internal Audit Report and evaluates the feedback data graphically and presents to top management in Management Review Meeting by identifying those areas, which need improvement.

### **RELATED DOCUMENTS:**

- Labor Codes of Pakistan
- SRO's (if any)
- Training Record

## **CHILD LABOR (AAPL-02)**

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### **POLICY**

Artistic Apparels (Pvt.) Ltd will not employ any person below the age of 14 years in any of its units or departments. No Contract labor under the age of 14 years is allowed to be provided by any of its Contractors. Artistic Apparels (Pvt.) Ltd does not support the use of Child Labor below 14 years of age nor does it allow young workers to be employed in any of its suppliers. Artistic Apparels (Pvt.) Ltd ensures through regular orientation programs that all of its management is possess clear understanding of local and international laws concerning child labor. Artistic Apparels (Pvt.) Ltd. hold its supervisors and concern managers accountable for confirming to the child labor standards at all time in all department and sections. Artistic Apparels (Pvt.) Ltd. will discontinue business relations with such supplier who use Child Labor or continued to do so even after insistence by Artistic Apparels (Pvt.) Ltd for remediation of child labor.

**PURPOSE:** To establish and maintain a documented system to closely control and Monitor the hiring of child labor.

**RESPONSIBILITIES:** MR is responsible to carry out the activities as per this procedure.

### **PROCEDURE:**

#### **Documents for Age Verification:**

- MR ensures that the following documents should be maintained in all the personal files of staff and workers whether directly employed or indirectly.
- Copy of National Identity Card or,
- Copy of Form B or,Original certificate for proof of age from civil surgeon of government hospital/clinic or,
- Copy of Education Board / University Certificate containing date of birth or,
- Copy of Domicile Certificate.

#### **Verification of Documents authenticity:**

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- At the time of hiring, MR for direct employment and contractors for indirect employment verifies the original documents against their photocopies.
- Similarly during the interview process, information regarding the employee work history, his family background and ages of siblings are inquired in order to determine the actual age of the employee.
- Similarly employee physical appearance is also observed in order to determine the stated age.
- In cases, where the employee NIC card is issued from Karachi, MR randomly or where he develops some doubts about the stated or proven age, verifies from NADRA the authenticity of the card.

### Hiring process for permanent staff:

- Hiring process for permanent employees (staff and workers) at **ARTISTIC APPARELS (PVT) LTD**, Comprises of the following steps,
- Submission of signed or thumb marked job application (in English or Urdu)
- Interview by the (Director / GM, Admin, HR and Department Manager / Incharge) for suitability of the person in terms of skills, technical expertise and work experience.
- Filling of employee profile. If any
- Review of documents e.g. NIC (original and copy), Form B (original and copy) or original civil surgeon certificate, academic certificates, work experience certificate,
- Verifying employee Passport size photograph with the actual appearance of employee.
- Issuance of Appointment letter and its acknowledgement.
- Issuance of confirmation letter at the end of probation period.
- After the initial screening and selection of the potential employee by the (Director / Admin and Department Manager / Incharge,) the employee is sent to MR along with the documents (job application, employee profile, age verification documents, academic certificates, work experience certificates etc).

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- MR reviews the documents and determines their authenticity and assigns the employee # and initiates the preparation of Appointment letter and Personal File.
- Appointment letter is prepared in duplicate and forwarded to Director for signature.
- One copy of Appointment letter is given to the employee and the other copy is maintained in the personal file, after employee acknowledgement signature.
- MR in coordination with the Accounts section updates the employee database for salary and other compensation benefits.
- MR will ensure that, no pregnancy test is conducted for lady workers at the time of appointment.

### **Hiring process for Contractual worker:**

- Due to the nature of the business (fluctuating business volumes) and the prevailing economic situation, the workers turn over rate is predominantly high for contractual workers.
- Before hiring the worker, contractors are allowed to induct a potential employee for a trial period but this trial period does not exceed more than 3 days. In such cases the contractor before starting the trial period, submits the potential employee ID card copy to MR. MR after 03 days ensures that if the worker is still on trial to get him/her engaged with the proper documentation as required by Global Exports procedure.
- The hiring process for contractual worker is as follows
- Interview by the contractor for suitability of the person in terms of skills, technical expertise and work experience.
- Review of documents by the contractor and MR e.g. NIC (original and copy), Form B (original and copy) or original civil surgeon certificate, academic certificates, (Copy and Original) work experience certificate.
- Verifying employee Passport size photograph with the actual appearance of employee.
- Issuance of Temporary Appointment letter and its acknowledgement.
- MR will ensure that, no pregnancy test is conducted for lady workers at the time of appointment.
- Contractor prepares the Temporary Appointment letter in duplicate and one copy to the worker while the other copy is maintained in the personal file, after employee acknowledgement signature.

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- Contractor updates the contractual workers file.

### **Discouragement of Child Labor:**

- **ARTISTIC APPARELS (PVT) LTD** discourages child labor at all levels in the society and uses following steps to show its resentment.
- Discontinuation of business, with suppliers, who fail to address child labor.
- Immediate termination of contractor, if found employing child labor.

### **CHILD REMEDIATION PROGRAM.**

If inadvertently any child labor will be hired in Artistic Apparels (Pvt.) Ltd. Then Admin and HR Manager will ensure that.

1. Immediately stopped his work
2. Bring him at office area from production floor.
3. Company will contact their parents/guardians.
4. Artistic Apparels will take care of his/her and provide all necessary things which one child required until his/her parents arrived.
5. Artistic Apparels will bear all expenses (Lunch, tea etc.) During this process.
6. When his/her parents/guardian arrived in the factory the company will check their identity and take eye witness from their child that those are there parents/guardians.
7. After the process complete company will hand over child to their parents/guardians and inform them that Artistic Apparels cannot allow to do work in a factory as your son/daughter/brother is comes under fourteenth year age which is not allowed by the government (Sindh Act No. III 2017. )

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### JUVENILE/ADOLESCENT WORKERS

#### POLICY

Artistic Apparels (Pvt.) Ltd will not employ any person below the age 15-18 years in any of its units or departments. No Contract labor under the age of 15-18 years is allowed to be provided by any of its Contractors. Artistic Apparels (Pvt.) Ltd does not support the use of Juvenile/Adolescent labor below 15-18 years of age nor does it allow young workers to be employed in any of its suppliers. Artistic Apparels (Pvt.) Ltd ensures through regular orientation programs that all of its management possess clear understanding of local and international laws concerning Juvenile/Adolescent Workers. If any, circumstances Artistic Apparels (Pvt.) Ltd. Will hire the Juvenile/Adolescent workers then Artistic Apparels completely ensure that all Juvenile/Adolescent workers will perform their duties according to THE SINDH PROHIBITION OF EMPLOYMENT OF CHILDREN ACT, 2017.

#### Responsibility:

Admin and HR Manager are responsible to ensure company policy and procedure fully implemented regarding Juvenile/Adolescent workers.

#### Definitions:

Juvenile/adolescent" means a person who has completed his fourteenth but has not completed eighteenth year of his age;

#### Procedure:

REGULATION OF CONDITIONS OF WORK OF JUVENILE/ADOLESCENT.

The provisions of this Part shall apply to an Artistic Apparels in which none of the occupations or processes referred to in sub-section (2) of section 3 is carried on.

No Juvenile/adolescent shall be required or permitted to work in Artistic Apparels ensure that for the period of work on each day shall be so fixed that

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no period shall exceed three hours and that no Juvenile/adolescent worker shall work for more than three hours before he has an interval of at least one hour for rest.

The period of work of an adolescent/Juvenile shall be so arranged that inclusive of the interval for rest, it shall not exceed Hours and period of work.

Seven hours, including the time spent in waiting for work on any day. No Juvenile/adolescent worker shall be permitted or required to work between 7.00 p.m. to 8.00 a.m.

No adolescent shall be required or permitted to work over-time.

No adolescent shall be required or permitted to work in any factory on any day on which he has already been working in another factory.

Every juvenile/adolescent employed in Artistic Apparels, shall be allowed in each week a holiday of one whole day, which day shall be specified by the Artistic Apparels in a notice permanently displayed in a conspicuous place in the factory and the day so specified shall not be altered by the Artistic Apparels more than once in three months.

HR Manager will ensure to maintain the register of juvenile/adolescents employed at all times during working Maintenance of register

The register should contain some information of juvenile/adolescent workers.

- (a) The name and date of birth of every juvenile/adolescent so employed or permitted to work;
- (b) Hours and periods of work of any such juvenile/adolescent and the intervals of rest to which he is entitled;
- (c) The nature of work of any such adolescent.
- (d) Such other particulars as may be prescribed.

HR Manager will ensure that an Juvenile/adolescent (under 16 years of age) is working, is undergoing compulsory schooling as required under Article 25A of the Constitution of Islamic Republic of Pakistan.

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HR Manager will ensure that No discrimination shall be made on the basis of gender, religion, political affiliation, sect, color, caste, creed, ethnic background in considering and disposing of issues relating to the enforcement of this Act.

HR Manager ensure that Juvenile/Adolescent worker do not engage any hazardous work as per law defined. Some works mentioned below,

- Exposure to all toxic, explosive and carcinogenic chemicals e.g., asbestos, benzene, ammonia, chlorine, manganese, cadmium, sulphur dioxide, phosphorus, benzidenedyes, isocyanides, carbon tetrachloride, carbon disulphide, epoxy resins, formaldehyde, metal fumes, heavy metals like nickel, mercury chromium, lead arsenic, beryllium, fiber glass;
- Lifting and carrying of heavy weight (15kg and above) specially in transport industry;
- The height of two meters or more above the floor;
- Boiler house;
- Cloth weaving, printing, dyeing and fishing sections;
- Chemical Handling.

Artistic Apparels shall cause to be displayed in a conspicuous and accessible place a notice in Sindhi, Urdu and in the English languages containing an abstract Display of notice containing abstract as per law.

### **RELATED DOCUMENTS:**

- Age Verification documents
- Employee Profile Form (For Permanent Employees)
- Passport Size Photograph
- Appointment letter (For Permanent Employees)
- Confirmation Letter (For Permanent Employees)
- Employee personnel File (For Permanent Employees)
- Temporary Appointment letter
- Contractual Workers File
- Training Record

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### Forced Labour (AAPL-03)

#### Policy

100 % workforce of the **Artistic Apparels (Pvt.) Ltd.** All work or service that a person has not offered to do voluntarily and is made to do under the threat of punishment or retaliation or is demanded as a means of repayment of debt. The recruitment, transfer, harboring or receipt of persons, by means of the use of threat, force, other forms of coercion, or deception for the purpose of exploitation

#### Purpose:

To establish and maintain a documented system in order to maintain a working condition where Forced Labor is strongly prohibited and controlled at all the levels

#### Responsibilities:

Management Representative (MR) and HR Manager are responsible to ensure that all individual working at any level has offered their services with free will & wish.

- **Appointment Letter for Employees**
- **Self-Declaration Form:**
- **Identify Deposits / Papers:**
- **Overtime Monitoring:**
- **Security Guards' Monitoring**
- **Consult Doctor during Working Hours**
- **Payment of Safety Tools**
- **Employ's Loan**
- **Quit the Job**
- **Human Trafficking**
- **Managers/ Incharges /Supervisors Training**
- **Staff and Workers Training**
- **Other interested parties including suppliers**
- **Control & Monitoring**

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- **Feedback**
- **ARTISTIC APPARELS (PVT.) LTD.** discourages all kinds of forced or compulsory labor under any conditions, including bonded, forced and /or prison. A full disclosure of terms and conditions of employment prior to recruitment is made to the employee. For this purpose, an appointment letter is filed of each employee, which contains all necessary conditions of employment.  
The terms and conditions are fully understood by the employees and give their acceptance in terms of signing the other copy that is placed in their personal file at Personnel Department
- Personnel Department gets filled Self-declaration Form from all employees at the time of their hiring, Self-declaration Form which includes statement that the applicant is seeking employment voluntarily and is under no threat. Applicant signs the above statement that shows applicant acceptance for employment at **ARTISTIC APPARELS (PVT.) LTD..**  
This form is kept in personal files of all employees at Personnel Department.
- MR makes sure that the complete input of all employees has been collected on form and placed in their personal files.  
MR assures that none of the individual has deposited any cash, valuable, personal papers for security purposes with Admin & Personnel departments.
- Employees are free to leave at the end of working period and are not forced to perform overtime. Furthermore, MR monitors overtime to check if any employee is exposed to extra working schedule.
- The security guards are present to ensure safety of personnel, property only and to control the movement of unauthorized material to and from the factory premise. They do not pose any threat/pressure to employees in respect of performing their duties.
- Employees are allow to check with doctor / nurse (Dispensary is situated in factory Premises) during working hours.

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- MR assures that none of the individual has deposited any cash for safety tools that they use in production processes or damage during use.
- All permanent employees are eligible for attain loan, Eligible employees should make written request for loan to accounts department with loan amount and repayment terms.  
Request will be evaluated based on number of factors, including neediness and employee previous loan history. After completion of evaluation, the request sends to Chief Executive for approval process .After CEO approval, application forward to Account Department for imbursement.
- Employees are free to quit from job when they want and understand the rules regarding due notice in order to receive their last salary.
- Neither the **ARTISTIC APPARELS (PVT.) LTD.** nor any entity supplying Labour to the **ARTISTIC APPARELS (PVT.) LTD.** engages in or support trafficking in human beings.
- Managers/ Incharges /Supervisors are trained in above policy and procedure. MR gives the above training by using any one of the following methods
  - \* Verbal
  - \* Slide / Presentation
  - \* Written materialAll trainings are recorded on Training Record Form. Training Records Form are filed in personnel files and kept with Personnel Department.
- MR ensures that all employees understand the above policy and it is implemented and maintained through:  
Pasting policy at notices boards in various locations of the organization.  
Training sessions  
MR arranges the above training; all trainings are recorded on Training Record Form.  
Training Record Form are filed in personnel files and kept with Personnel Department

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- MR ensures that other interested parties including suppliers understand the above policy & procedure through:  
Display at **ARTISTIC APPARELS (PVT.) LTD.** website. Training sessions at **ARTISTIC APPARELS (PVT.) LTD.** or Supplier Premises  
MR arranges the above training; all trainings are recorded on Training Record Form.  
Training Record Form are filed in personnel files and kept with Personnel Department
- MR monitors the implementation of the procedure via all the reports and records that are generated at different levels and reverted back to him.  
Any Nonconformity regarding Integrated Management System is recorded on Corrective & Preventive Action Report.  
MR conducts the audit to check the effectiveness of the Integrated Management System in **ARTISTIC APPARELS (PVT.) LTD..**  
All the non-compliances of Audit are logged on Corrective Action Report (For Audit)  
Follow up Audit is conducted after taking Corrective Action against specific Non-conformity
- MR gets Feedback from Internal Audit Report and evaluates the feedback data graphically and presents to top management in Management Review Meeting by identifying those areas, which need improvement.

### **Related Documents**

Self Declaration Form  
Corrective & Preventive Action Request  
Training Record Form

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### Recruitment Policy (AAPL-04)

#### **Policy:**

To establish and maintain a documented system, to ensure that the recruitment of employees are done as per applicable labor laws at ARTISTIC APPARELS PVT LTD (PVT.) LTD. ARTISTIC APPARELS PVT LTD (PVT.) LTD. provides employees an opportunity to indicate their interest in open positions and advance within the organization according to their skills and experience. In general, notices of all regular, full time job openings are posted, although ARTISTIC APPARELS PVT LTD (PVT.) LTD. reserves its discretionary right to not post a particular opening. Artistic Apparels train their recruitment persons through training session on hiring & recruitment practices, Labor Laws, Employment Contractual requirement, Procedure for termination, How to prevent/remediate accidental recruitment of force labour, Ant-harassment and anti-discriminatory recruitment practices, Equal opportunity recruitment practices, human rights and business principles. Artistic Apparels conduct induction training & awareness session on Content of employee hand book, worker compensation, hours of work regulations, worker treatment and rights (includes discrimination, harassment, abuse, forced labor, bonded labour, Workers development opportunities( includes training/development), Worker health & Safety, Facility operational information (includes worker conduct, facility values and culture facility security practices) for all new employees at the time of hiring and also conduct training session for senior management of Employment contractual requirement and applicable legal requirement. Artistic Apparels (Pvt.) Ltd promotes work environment in which no form of harassment is used by its supervisory staff towards the workers particularly female workers. Artistic Apparels (Pvt) Ltd. does not discriminate against anyone when hiring, promoting, pay, selecting people for training, at the time of termination of employment or retirement on the basis of religion, race, national origin, disability, gender, any association or political affiliation. Artistic Apparels (Pvt.) Ltd. does not carry out any mandatory pregnancy test at the time of hiring of any lady worker.

# ARTISTIC APPARELS.

## SOCIAL COMPLIANCE MANUAL

### **Responsibility:**

Company Representative and HR Manager are responsible to carry out the implementation and monitoring of recruitment policy as per define procedure.

### **Procedure:**

#### **Job Posting**

Each job posting notice will include the dates of the posting period, job title, department and qualifications (required skills and abilities).

To be eligible to apply for a posted job, employees must have performed competently for at least 180 calendar days in their current position. Employees who have a written warning on file, or are on probation or suspension are not eligible to apply for posted jobs. Eligible employees can only apply for those posted jobs for which they possess the required skills, competencies, and qualifications.

To apply for an open position, employees should submit a job-posting application to the Admin department-listing job related skill and accomplishment. It should also describe how their current experience with ARTISTIC APPARELS (PVT.) LTD. and prior work experience and /or education qualifies them for the position.

ARTISTIC APPARELS (PVT.) LTD. recognizes the benefit of developmental experiences and encourages employees to talk with their supervisors about their career plans. Supervisors are encouraged to support employee's efforts to gain experience and advance within the organization.

An applicant's supervisor may be contacted to verify performance, skill and attendance, any staffing limitation or other circumstances that might affect a prospective transfer may also be discussed.

Job posting is a way to inform employees of openings and to identify qualified and interested applicants who might not otherwise be known to the hiring manager. Other recruiting sources may also be used to fill open positions. In the best of interest of the organization.

Prepared By: Manager HR / Compliance



# ARTISTIC APPARELS.

## SOCIAL COMPLIANCE MANUAL

### **Employee Referrals**

ARTISTIC APPARELS (PVT.) LTD. also encourages employees to identify friends or acquaintances who are interested in employment opportunities and refer qualified outside applicant for posted jobs. Employees should obtain permission from the individual before making a referral, share their knowledge the organization, and not make commitments or oral promises of employment.

An employee should submit the referral's resume and or completed application form to the Admin department for posted job. If the referral is interviewed, the referring employees will be notified of the initial interview and final selection decision.

Documents Required for Personnel File

All the incumbents submit following document to complete their personnel files:

- Copy of National Identity Card / Computerized National Identity Card
- Three Pictures
- Copies of Experience and or Educational Certificates
- Employment Form & Appointment / Confirmation Letter

Asst. HR Manager issues Employment Form to all new employees at the time of hiring. After filling the said form is kept in the personal file of the employee.

Asst. HR Manager issues Employment letter to all new employees in duplicate. Employee signs the letter and gives his/her acceptance to join the company. The letter is also filed in the employee personal file.

Asst. HR Manager Issues confirmation letter in duplicate to all employees who completed probationary period. Employee signs the letter, the letter is also filed in the employee personal file.



# ARTISTIC APPARELS.

## SOCIAL COMPLIANCE MANUAL

### **Senior Management/ Incharges /Supervisors/Workers Training**

HR/Recruitment Persons /Managers/ Incharges /Supervisors/ workers are trained in above policy and procedure. MR gives the above training by using any one of the following methods

\* Verbal      \* Slide / Presentation      \* Written material

All trainings are recorded on Training Record Form. Training Records Form are filed in personnel files and kept with Personnel Department.

### **HR/Recruitment Person Training.**

MR ensures that HR/Recruitment peoples must understand the above policy and it is implemented and maintained through: Pasting policy at notices boards in various locations of the organization.

Training sessions

MR arranges the above recruitment persons and senior management of employment contractual requirement and applicable legal requirement. All trainings are recorded on Training Record Form.

Training Record Form are filed in personnel files and kept with Personnel Department.

HR/Recruitment persons are responsible to arrange the training for new workers on Content of employee hand book, worker compensation, hours of work regulations, worker treatment and rights (includes discrimination, harassment, abuse, forced labor, bonded labour, Workers development opportunities( includes training/development), Worker health & Safety, Facility operational information (includes worker conduct, facility values and culture facility security practices)

### **Other interested parties including suppliers**

MR ensures that other interested parties including suppliers understand the above policy & procedure through:

Display at **ARTISTIC APPARELS (PVT.) LTD.** website.

Prepared By: Manager HR / Compliance

# ARTISTIC APPARELS.

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Training sessions at **ARTISTIC APPARELS (PVT.) LTD.** or Supplier Premises  
MR arranges the above training; all trainings are recorded on Training  
Record Form.

Training Record Form are filed in personnel files and kept with Personnel  
Department

### **Control & Monitoring**

MR monitors the implementation of the procedure via all the reports and  
records that are generated at different levels and reverted back to him.

Any Nonconformity regarding Integrated Management System is  
recorded on Corrective & Preventive Action Report.

MR conducts the audit to check the effectiveness of the Integrated  
Management System in **ARTISTIC APPARELS (PVT.) LTD..**

All the non-compliances of Audit are logged on Corrective Action Report  
(For Audit)

Follow up Audit is conducted after taking Corrective Action against  
specific Non-conformity.

### **Feedback**

MR gets Feedback from Internal Audit Report and evaluates the  
feedback data graphically and presents to top management in  
Management Review Meeting by identifying those areas, which need  
improvement.

### **Related Documents**

Recruitment of employees Policy

# ARTISTIC APPARELS.

## SOCIAL COMPLIANCE MANUAL

### ANTI-HARRASSEMENT AND ANTI-ABUSE (AAPL-05)

#### **POLICY**

Artistic Apparels (Pvt.) Ltd does not engage in or support the use of Corporal punishment, mental or physical coercion and verbal abuse. Artistic Apparels (Pvt) Ltd promotes work environment in which no form of harassment is used by its supervisory staff towards the workers particularly female workers. Artistic Apparels (Pvt) Ltd. discourages use of any form of verbalism or gestures regarding sexual harassment towards its female staff and workers. Artistic Apparels (Pvt) Ltd abides to follow legal disciplinary laws and procedures when the need for disciplining any worker arises. Under no circumstances will the concerned manager or section In-charge resort to using physical means to punish any worker. Local Law References, Artistic Apparels conduct awareness session of Anti-Harassment or anti abuse and suspicion of harassment or abuse for the all employees through induction training and annually session. Artistic Apparels conduct harassment and abuse workshop annually for supervisors, nurse & security guards.

#### **PURPOSE:**

To establish and maintain a documented system in order to prevent Employees from being exposed to corporal punishments, mental or physical coercion, Harassment and verbal abuses.

#### **RESPONSIBILITY:**

GM HR and Administration is responsible for maintaining discipline in factory.

#### **PROCEDURE:**

##### **Events requiring Disciplinary Action**

Following events can form the basis of initiating disciplinary actions against all employees.

- Disobedience
- Abusive language and vulgar actions
- Physical punishment and mental coercion.
- Sabotage to company property and product
- Creating an environment of unlawfulness or unrest among the employees.

Prepared By: Manager HR / Compliance

# ARTISTIC APPARELS.

## SOCIAL COMPLIANCE MANUAL

- Failure to follow company's rules and regulations on regular basis.
  - Disclosure of company's proprietary information
  - Misbehaving with superiors and fellow workforce
  - Harassing fellow workforce particularly females
- 
- In case if an employee is found to be involved in any event as identified above, respective section supervisor will do the counseling with the worker and try to identify the reasons which causes any un-disciplinary action by the worker and verbally instruct the worker to mend his/her ways.
  - Respective section Incharge will make a note of the un-disciplinary action, get it acknowledged from the worker and send to GM HR / Admin for filing in the personal file.
  - In case if the worker does not acknowledge the note, dept. in-charge will inform GM HR/ Admin who will conduct his investigation to find the root cause of the incident. GM HR/ Admin will report the incident in disciplinary report form.
  - In case if the worker is found to be involved in any critical un-disciplinary action, he/she will be immediately sent to the GM HR/ Admin for further action.
  - If any worker is found to be repeatedly involved in un-disciplinary actions, then respective section Incharge will initiate a note to GM HR/ Admin to take the formal disciplinary actions against the employee.
  - GM HR/ Admin will write an explanation letter to the worker, detailing the reason for disciplinary action and response required from the worker.
  - Worker will be required to present himself/herself in front of the GM HR/ Admin and respective section Incharge and explain his point of view.
  - Based on the objective evidences available and from the feedback of other workers as well as on the past disciplinary performance of the worker, GM HR/ Admin in consultation with respective Incharge may decide the following,
    - Terminate the worker
    - Demote him
    - Retain him with last warning
  - Results of investigation and actions decided will be filed in the personal file

Prepared By: Manager HR / Compliance

# ARTISTIC APPARELS.

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- In cases where it is observed the reason of disciplinary action is due to the management part, GM HR/ Admin identify the actions to be taken to improve the working environment.
- Suggestion boxes are placed at washrooms throughout the facility, if any employee wants to report any incident he / she can use the facility without mentioning his / her identity, the matter will be investigated and resolved by the MR.

### **TRAINING**

Apparels conduct awareness session of Anti-Harassment or anti abuse and suspicion of harassment or abuse for the all employees through induction training and annually session. Artistic Apparels conduct harassment and abuse workshop annually for supervisors, nurse & security guards.

### **Workplace language and actions**

- MR will maintain close observation of the workplace environment and ensure that no abusive language prevails among the workforce as well as by the respective Incharges.
- MR at the time of hiring of new management staff, in any supervisory position, provides orientation to him on the basic code of conduct which involves the following
- Language to be used with the workforce
- Grievances handling of workers
- Discouragement of any abusive language and vulgar actions
- Discouragement of Physical punishment and mental coercion.

### **RELATED DOCUMENTS:**

- Incident Report
- Personnel File
- Suggestion Memo / Incident Report
- Training Record

Prepared By: Manager HR / Compliance

# ARTISTIC APPARELS.

## SOCIAL COMPLIANCE MANUAL

### COMPENSATION AND BENEFITS (AAPL-06)

#### **POLICY**

Artistic Apparels (Pvt.) Ltd pays at least the total minimum compensation required by local laws, including all mandated wages, allowances and benefits to its workers and staff. Artistic Apparels (Pvt.) Ltd does not pay less than the minimum wage prescribed by the local law to unskilled workers. To other category of workers, wages paid will be in line with those prevailing in the industry at the time, which also provides some discretionary income. Artistic Apparels (Pvt.) Ltd posts legal minimum wage rates, overtime rates, benefit policies, and additional payment information in the native language. Artistic Apparels (Pvt.) Ltd ensures that all workers rate at least equivalent to Fourteen thousand per month. Artistic Apparels conduct training & awareness session on compensation policies and practices (including legal requirements) for their HR, Finance, and Management Persons. If a piece rated worker is earning less than minimum wages in any month, the company pay remaining amount to him on voucher to maintain minimum wages.

#### **PURPOSE:**

To establish and maintain documented system to ensure that wages/salaries administration is done as per applicable rules / regulations in good faith towards employees

#### **RESPONSIBILITY:**

MR is responsible to closely monitor the wages/ salaries / compensation system of the company and updates company policies accordingly.

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# ARTISTIC APPARELS.

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### **PROCEDURE:**

- Under supervision of MR, Company Accountant and Contractors ensure the compliance against this policy.
- ARTISTIC APPARELS (PVT) LTD and its contractors pays the following compensation and benefits as defined below,

Compensation	Employee Type	Responsibility	Record
Salary	All	Acct	Acct
EOBI	All	Acct & HR	Acct & HR
SESSI	All	Acct & HR	Acct & HR
Education Cess	All	Acct & HR	Acct & HR
Insurance	All	Acct & HR	Acct & HR
Gratuity	All	Acct & HR	Acct & HR
Overtime	All	Acct & HR	Acct & HR
Bonus	Permanent	Acct & HR	Acct & HR

- MR makes sure that salaries of employees are not deducted as a matter of punishment imposed from any superior to subordinate.
- MR reviews, if any complaint/objection are logged/raised through Complaint Form and discuss the matter with management and resolve it on priority basis.

### **SALARY**

- MR makes sure that all the salaries of permanent employees are in accordance with the labor law and disbursed through an adequate procedure on given schedule.
- **Paydays**
  - Those employees who are paid Bi-monthly receive their pay by the 5th and 20th days of the month. Employees who are paid on monthly basis are paid on the 7th day of the month. Each paycheck will include earnings for all work performed through the end of the previous payroll period.

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- In the event that a regularly scheduled payday falls on a day off such as a weekend or holiday, employees will be paid on the first day of work following the regularly scheduled payday.
- If a regular payday falls during an employee's vacation, the employee may receive his or her earned wages before departing for vacation if a written request is submitted at least one week prior to departing for vacation
- Salary of the workers includes all allowances and special allowances as admissible under the law.
- If any piece rated worker does not meet the minimum wage, organization pays him as arrears to meet the minimum wage.

### EOBI, SESSI & EDUCATION CESS

- Company pays EOBI for all the employees and ensures that the contractors also pay the EOBI for the employees working under them.
- Company pays SESSI for all the employees whose salary falls below Rs. 10,000 pm and ensures that the contractors also pay the SESSI for the employees working under them.
- Company Pays EDUCATION CESS for all employees as per legal requirement and ensures that the contractors also pay the EDUCATION CESS for the employees working under them.
- MR ensures that the accounts departments maintain the EOBI and SESSI payment slips for the company as well as for the contractors.



# ARTISTIC APPARELS.

## SOCIAL COMPLIANCE MANUAL

### INSURANCE

- As defined under the local laws **ARTISTIC APPARELS (PVT) LTD** has insured all its employees against death and injury leading to permanent/partial disability to the maximum legal coverage of RS. 500,000/-.

### GRATUITY

- Company pays Gratuity to out going staff as per the prevailing labor Laws.
  - One month's gross salary for every service year.
  - Six months and above is treated as a year.

### OVERTIME

- MR makes sure that workers get their overtime (if required) at double the Normal rates of their salaries. Formula for calculating overtime payment is appended below,

**Gross salary ÷ 26 ÷ 8 = Normal Rate x 2 = Rate of Overtime.**

### BONUS

- MR makes sure that all the permanent employees receive bonuses on time,
- Only regular employees will be considered for payment of bonus (if declared). They will be paid bonus if they are in the uninterrupted employment of the organization on the day of the disbursement of the bonus and have also completed at least three (3) months uninterrupted service on the last day of the Accounting year for which bonus has been declared. The calculation of the bonus will be on proportional / pro rata basis.

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- The payment of bonus will be based on the formal declaration of the same, by the Director, which may be made at any time after the closing of the accounting year.

### **TRAINING**

Artistic Apparels conduct training & awareness session on compensation policies and practices (including legal requirements) for their HR, Finance, and Management Persons

### **RELATED DOCUMENTS:**

- Salary Records
- EOBI receipts
- SESSI receipts
- Insurance Policy
- Bonus Record
- Gratuity Record
- Over Time Record
- Time Record
- Training Record

Prepared By: Manager HR / Compliance

# ARTISTIC APPARELS.

## SOCIAL COMPLIANCE MANUAL

### HOURS OF WORK (AAPL-07)

#### POLICY

Artistic Apparels (Pvt) Ltd informs through all prospective employees, at the time of hiring, of Artistic Apparels (Pvt) Ltd. Limited hour of work policies and procedures and including legal requirement limitations on the maximum number of hours of work per day, week, and month, both regular and overtime, and the maximum number of consecutive days they can legally be required to work. Artistic Apparels (Pvt) Ltd ensures that the hours worked each day, and the days worked each week do not exceed the legal maximum. Artistic Apparels (Pvt) Ltd provides one day off in every seven-day period, except as required to meet urgent business needs. Artistic Apparels (Pvt) Ltd implements a regular work day of 08 hours. Artistic Apparels (Pvt) Ltd has an organized system of record keeping. Artistic Apparels conduct regular training and awareness session for our workers, HR, Hiring, Production supervisors, management, purchasing staff, planning staff, accounts persons to understand the policy and procedure for hours of work (including legal requirement).

The company identity cards are used for time recording to accurately record IN & OUT time of workers and staff. Artistic Apparels (Pvt) Ltd defines the regular overtime requirements as maximum 2 hours / day / worker if overtime work is required. Artistic Apparels ensure that every worker must come out their departments on time and swipe their time card within given time limit which is 25 minutes. Artistic Apparels (Pvt) Ltd allows employees legally required or contractually agreed rest breaks. Artistic Apparels (Pvt) Ltd defines "Urgent Business needs" as: If workers are engaged in overtime on Sundays and Gazette holidays. They are paid overtime for the day as well as given a compensatory leave within proceeding 3 days. Artistic Apparels (Pvt) Ltd defines the normal workweek as 06 days from Monday to Saturday. Artistic Apparels (Pvt) Ltd designates days off for rest as Sunday. Artistic Apparels (Pvt) Ltd designates days off for legal holidays as per gazette holidays announced by Government of Pakistan.

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### Recording of Time In / Time Out

Accurately recording time worked is the responsibility of every employee. Labour laws require **ARTISTIC APPARELS (PVT) LTD** to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

- All permanent employee when enters into the factory premises, he/she will entered his/her attendance through Finger scanning System and all contractual workers enters in the factory , he/she will entered his/her attendance through the same system.
- Similarly every employee when goes out from the factory at the end of the day or for any other reason he/she will enter his/her attendance through sweep card and Punch Card system.
- In case, if the employee is absent, time office will write absent on the sheet and get it verified from the respective section Incharge.

### Leaves / Holidays:

Besides allowing all gazetted holidays **ARTISTIC APPARELS (PVT) LTD** also grant its employees with following type of Leave,

1.	Annual leave	AL	14
2.	Casual leave	CL	10
3.	Sick leave	SL	16
4.	Maternity leave	ML	90 days (with pay)
5.	Short Leave		Allowed.
6.	Late Coming		15 Minutes Daily.

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# ARTISTIC APPARELS.

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### **Annual Leave**

Every employee will be entitled to 14 days Annual leave per service year.

### **Utilization**

The AL earned during one service year will be available for utilization in the service year following. This arrangement will continue during the total period of employment

### **Encashment**

- i) The AL balance remaining unutilized at the end of utilization year will be encashed within one month of such encashment become due.
- ii) Encashment of un-availed AL will be made on the average gross salary of the utilization year.

### **Limitations.**

- i) Weekly and / or festival holidays falling in between the AL will be treated as AL.
- ii) An employee resigning from the employment of the organization will not be entitled to avail any AL during the Notice period,
- iii) An Employee leaving the service of the organization after completing only the part of service year will not be entitled for any AL for that period.
- iv) The AL cannot be availed as the matter of right and it is totally the Executive's prerogative to allow, refuse or reduce the leave requested or depending on the exigencies of work even recall an employee if he has already proceeded on such leave.
- v) AL cannot be availed in combination with CL or SL. However in case of prolonged sickness where the balance of SL at the credit of the employee is fully exhausted AL may be granted against sickness on case to case basis.

# ARTISTIC APPARELS.

## SOCIAL COMPLIANCE MANUAL

- vi) An employee is not permitted to be engaging in any type of other employment while availing AL.
- vii) AL cannot be availed for less than (4) four days at a time.

### **Casual Leave**

#### **Entitlement**

Every employee will be entitled to 10 days Casual leave per calendar year on pro rata basis from the date of appointment but will be available for utilization only after confirmation.

#### **Utilization**

- i) The CL earned within a calendar year has to be utilized within that year only and will not be carried over to the following calendar year in any case.
- ii) CL may be availed for a full day or half day.

#### **Limitations (CL)**

- i) CL up to a maximum of three days can be availed at a time. If an employee proceeding on CL for three days continues his absence for the fourth consecutive day and onwards, the total period of such absence will be converted into AL or LWOP based on the discretion of the Director.
- ii) Weekly and / or festival holidays falling in between the CL will be treated as CL. However in case if CL are availed with prior permission of the Management / Executive an exception may be made.
- iii) CL cannot be combined with SL or AL. However in case of personal marriage and for employees appearing in the examination this limitation may be exempted depending on the merits of each case individually.

# ARTISTIC APPARELS.

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### **Sick Leave**

#### **Entitlement**

Every employee will be entitled to (8) eight days SL per calendar year on pro rata basis from the date of appointment but will be available for utilization only after confirmation.

#### **Utilization**

The SL earned during the calendar year has to be utilized within that year and will not be carried over to the next year in any case.

#### **Limitations (SL)**

- i) Application of SL for more than (2) two days must be supported by a medical certificate from a registered medical practitioner.
- ii) SL cannot be subjoined with CL or AL.
- iii) SL can not be availed for less than a full day
- iv) Weekly and / or festival holidays falling in between the SL will be treated as SL. However Management / Executive can exempt this clause on case to case basis.
- v) SL availed in excess of entitlement may be treated as CL, AL and / or LWOP depending on the nature of sickness and discretion of the Executive / Management.

### **Maternity Leave**

#### **Entitlement**

Any female employee with a minimum of ninety (90) days of uninterrupted service in the organization shall be entitled to maternity leave of sixty (90) consecutive days with pay.

Prepared By: Manager HR / Compliance



# ARTISTIC APPARELS.

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### **Policy**

- a) Forty five (45) days pre confinement leaves and Forty five (45) days post confinement leaves shall be allowed to the employee.
- b) Confinement shall be notified to the organization at least (14) fourteen days in prior.

### **Short Leave**

- In case if an employee, wants to go for a short leave, he/she fills the short Leave Request and get it approved from the respective section Incharge or MR.
- Approved short leave form will be submitted to time office before exit from the factory.
- Time Office will send the filled short leave form to accounts for salary calculation.
- In case, if the employee goes for a short leave greater than 2 hours, he/she has to compensate for the lost hours.

### **Late Comings**

The organization expects strict punctuality from all its employees while reporting for work, the habit of late coming is very harmful for work ethics and productivity. To discourage this practice and improve punctuality record, **ARTISTIC APPARELS (PVT) LTD** deduct salary in proportion of the late coming, if any employee,

- a) Comes late by sixteen (16) minutes for three days in a month or,
- b) Comes late by Thirty-one (31) minutes twice in a month or,
- c) Comes late by sixty (60) minutes, besides deducting salary he will not be taken on duty, unless have prior approval or allowed as a special case by the Director.

# ARTISTIC APPARELS.

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### **Overtime Working**

- On any working day, whenever a section Incharge feels the need to go for overtime production in order to meet the production / shipment targets, he/she fills the overtime sheet by identifying the persons for overtime, duration of overtime and activity to be done during overtime and send to MR
- MR verifies the allowable hour's limits for each worker identified on the Overtime Sheet.
- In case if MR finds that the proposed worker has already exceeded his/her allowable limit for overtime, he communicates to respective section Incharge for replacement.
- MR maintains overtime sheet for all the workers and keep it update.
- MR does not allow any worker to cross the limits of 12 hours in a week.

### **Reimbursement of Overtime Working**

- MR makes sure that overtime charges are paid at double the agreed rate and separately defined in the salary record along with the monthly salary of the employee.

### **Willful Overtime by Workers**

- MR strictly monitors the willingness of all those employees who perform the overtime activity and without the will / wish of any employee does not allow him/her to be at overtime for any reason.

### **Working on Holidays due to urgent business Needs**

- **ARTISTIC APPARELS (PVT) LTD** can go for production on holidays in case of following business circumstances,
- Strike in the city and loss of production days
- Extremely late delivery by the supplier and working on holidays is required to compensate for the lost time.

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- Low presence/ turn over of employees due to any unexpected incident (i.e. Strike, Riots or any untoward occurrence) resulting in substantial decline in productivity.
- Any external or internal unplanned failure, which can stop the production operations for more than 06 hours.
- MR makes sure that in cases where the company operates on holidays / Sundays, overtime charges are paid at double the agreed rate and workers will be given one day off within three days on either side.

### **TRAINING:**

Artistic Apparels conduct regular training and awareness session for our workers, HR, Hiring, Production supervisors, management, purchasing staff, planning staff, accounts persons to understand the policy and procedure for hours of work (including legal requirement)

### **RELATED DOCUMENTS:**

- Time cards
- Leave record
- Overtime Record
- Leave Application
- Training Record

Prepared By: Manager HR / Compliance

# ARTISTIC APPARELS.

## SOCIAL COMPLIANCE MANUAL

### Grievance (AAPL-08)

#### **POLICY**

Artistic Apparels (Pvt) Ltd. is an equal opportunity employer and believes in equal opportunity for all based on merit and ability to carry out the given responsibilities. It believes in equal pay for similar jobs and provision of equal opportunity to all employees to enable them to grow with the Company. Artistic Apparels (Pvt) Ltd. does not discriminate against anyone when hiring, promoting, pay, selecting people for training, at the time of termination of employment or retirement on the basis of religion, race, national origin, disability, gender, any association or political affiliation. Artistic Apparels (Pvt.) Ltd. does not carry out any mandatory pregnancy test at the time of hiring of any lady worker.

#### **RESPONSIBILITY:**

MR Communicates to all employees the organization's policy prohibiting all forms of discrimination, harassment, abuse and corporal punishment, including the requirement to obtain signed statements from all supervisors acknowledging their understanding of this policy. MR documents the details of the communication(s), including date of communication(s), form of communication i.e., posters, memoranda, electronic communications, company handbooks and policy manuals, reports or minutes of meetings, etc. names of individuals, or s of individuals and ensures that the communication reaches to all employees.

MR communicates to employees the availability of a confidential mechanism to report instances of harassment or abuse. (Suggestion boxes are placed throughout the facility, if any employee wants to report any incident he / she can use the facility without mentioning his / her identity, the matter will be investigated and resolved by the MR.)

The MR retains a copy of the Training/ Communication Record.

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# ARTISTIC APPARELS.

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### PROCEDURE:

#### **Grievance Mechanism**

All employees are free to report any incidents of Sexual & other Harassment and Verbal Abuses or Punishment to the Company Representative and or Workers Welfare Committee through Complaint Forms (Incident Record Form). They are made aware of the existence and confidentiality of this mechanism. Compliance Coordinator and Workers Welfare Committee's members make sure the availability of Incident Report Forms to all the employees. Employee records their complaints with / without mentioning their identity and drops the forms in following ways:

#### **Levels of Compliance Mechanism**

The ARTISTIC Apparels Pvt Ltd has established following tiers of Grievance System to ensures that no retaliation takes place in the process after the resolution of the grievance

##### **Internal Levels**

Complaint & Suggestion Boxes  
Workers Welfare Committee Members  
Health & Safety Committee  
Management Representative  
Compliance Officer

##### **External Levels**

Buyer's COC Auditor  
**Saajib Siddique (Tesco)**  
Mob: 03222850315  
Certification Body  
**Ahmed Murtaza (SGS)**  
Mob: 03008292595

Prepared By: Manager HR / Compliance

# ARTISTIC APPARELS.

## SOCIAL COMPLIANCE MANUAL

### **Complaint from Suggestion Box**

The MR regularly checks the complaint boxes, which are kept locked.

Upon receipt of any complaint, MR and Workers Welfare Committee's President discuss the incident and details remedial measures as per Corrective & Preventive Action Procedures.

MR and Workers Welfare Committee's President reviews the whole situation, via silent investigation procedure and after interviewing the persons involved in the act, gives suggested as per local labor law gives suggestions and details remedial measures as per Corrective & Preventive Action Procedures to CEO and /or Production Manger & GM Washing and gets the approval for taking actions.

Depending upon the nature of the incident, Warning Letter / Show Cause Notice may be issued to the employee involved in the act.

Result of investigation and actions decide are filed in personal file of relevant worker.

### **Incident Report Form**

MR displays company's policy with reference to discrimination on all the notice boards of factory premises. Compliance Officer and Worker Welfare Committee members make sure the availability of Incident Report Form to all the employees.

Worker Welfare Committee Members and or Compliance Officer receive the filled form from the complainant from worker /Suggestion Box and sends to MR for take immediate action.

MR attaches the complaint with CAR form and fills relevant columns of CAR.

MR allots a reference number to CAR and contacts with Admin Manager &

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CEO (If necessary) to discuss the matter in detail and resolve it.

Admin Manager & CEO (If necessary) gives recommendation of action.

MR follows the Corrective & Preventive Action Procedure for resolve the matter.

Worker Welfare Committee members ensure the remedial measures to be done in the given time and follow the matters strictly. MR keeps interested and concerned third parties updated with regard to the company's policy in the perspective of discrimination and keep the record of it.

### **Show Cause Notice**

MR issues Show Cause Notice to any employee found guilty of being involved in discrimination against any employee.

MR takes action as per Labor Laws if the said Notice is not replied accordingly.

## **COMMUNICATION CHANNEL**

### **Managers/ Incharges /Supervisors Training**

Managers/ Incharges /Supervisors are trained in above policy and procedure.

MR gives the above training by using any one of the following methods

- ☐ Verbal
- ☐ Slide / Presentation
- ☐ Written material

All trainings are recorded on Training Record Form.

Training Records Form are filed in personnel files and kept with Personnel Department

### **Staff and Workers Training**

MR ensures that all employees understand the above policy and it is implemented and maintained through:

Pasting policy at notices boards in various locations of the organization.

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- Training sessions

MR arranges the above training; all trainings are recorded on Training Record Form.

Training Record Form are filed in personnel files and kept with Personnel Department

### **Control & Feedback**

#### **Control & Monitoring**

MR monitors the implementation of the procedure via all the reports and records that are generated at different levels and reverted back to him.

Any Nonconformity regarding Integrated Management System is recorded on Corrective & Preventive Action Report.

MR conducts the audit to check the effectiveness of the Integrated Management System in Artistic Apparels Pvt Ltd. All the non-compliances of Audit are logged on Corrective Action Report (For Audit)

Follow up Audit is conducted after taking Corrective Action against specific Non- conformity.

#### **Feedback**

MR gets Feedback from Internal Audit Report and evaluates the feedback data graphically and presents to top management in Management Review Meeting by identifying those areas, which need improvement.

#### **Related Records:**

Self-Declaration Form  
Corrective & Preventive Action Request  
Suggestion Grievances Box  
Training Record Form  
Incident Report Form  
Warning Letters  
Show Cause Notice  
WWC's Meeting Minutes

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### **Performance Appraisal**

- **ARTISTIC APPARELS (PVT) LTD** does not discriminate against any employee during the performance appraisal.
- Employees are appraised solely on the basis of their performance and no affiliation or favoritism intervenes in the appraisal process.

### **Reporting on Discriminatory Behavior**

- In cases where an employee feels that he/she is treated with discriminatory behavior, he/she is encouraged to report such events to the MR.
- MR investigates the event or the employee complaint.
- Where it is found that a severe incident of discrimination has taken place, MR records his observations and forward to Director who takes due action.
- Based on the objective evidences available and from the feedback of other workers as well as on the past discriminatory behavior, Director may decide the following.
  - Terminate the worker
  - Demote him / her
  - Retain him / her with last warning
- Results of investigation and actions decided will be filed in the personal file
- Suggestion boxes are placed throughout the facility, if any employee wants to report any incident he / she can use the facility without mentioning his / her identity, the matter will be investigated and resolved by the MR.

### **RELATED DOCUMENTS:**

- Incident Report
- Training Record

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### HEALTH AND SAFETY (AAPL-09)

#### **POLICY**

Artistic Apparels (Pvt) Ltd utilizes all available resources to provide a Healthy and Safe working environment for all its workers and to eliminate all potential hazards that are capable of causing work related accidents. Artistic Apparels (Pvt) Ltd through a systemized mechanism detects potential risk and hazards associated with the job or present in the work environment which could cause harm / injury to the workers. Artistic Apparels (Pvt) Ltd provides all necessary personal protective equipment's and implements controls to ensure the safety of the workers and their health. Artistic Apparels provide training on Fire Extinguisher use to ERT members, and trained all workers on Emergency Procedure, PPES and safety procedures through Induction and periodic training and awareness session. Artistic Apparels conduct regular training & awareness session for nurse to how responding to medical emergencies. Artistic Apparels conduct training and awareness session of medical emergencies general awareness for all workers.

#### **RESPONSIBILITY:**

##### **MR**

##### **Emergency Response Team Leader**

MR) communicates to all employees the organization's health and safety policies. MR documents the details of the communication(s), including date of communication(s), form of communication [i.e., posters, memoranda, electronic communications, company handbooks and policy manuals, reports or minutes of meetings, etc names of individuals, or s of individuals and ensures that the communication reaches to all employees.

MR retains a copy of the Training/ Communication Record.

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### **ROLE OF EMERGENCY RESPONSE TEAM LEADER**

Emergency Response Team Leader must be nominated within the senior members of ARTISTIC APPARELS. His duty is to continuously train and create awareness regarding the importance of Health and Safety among employees.

### **PROCEDURE:**

- To assist in providing a Healthy and safe work environment for employees, customers, and visitors, **ARTISTIC APPARELS (PVT) LTD** has established a workplace safety program. This program is a top priority for **ARTISTIC APPARELS (PVT) LTD**.
- Health & Safety committees are formed to induce workers to take active part in the work place safety programs.
- Health & Safety Committees are formed from amongst the employees, with members from every department. The members of the committee are rotated on Quarterly basis in order to create sense of ownership and to give exposure to every worker.
- The minutes of the safety committee are to be recorded and distributed among the members.
- MR makes sure that fire extinguishers are all available as required by local law and Civil defense department and all the employees are well trained to use these. MR Keeps Fire-Extinguishers Location list in a file and updates it upon having another location.
- MR visits on a regular basis the entire facility and checks if there is any safety hazards regarding water leakage, wall breakage, ventilation, paint, false ceiling etc. and take the input on safety visit report and submits to Director for acknowledgement / approval / recommendations.
- MR coordinates with concerned person and gets the activity completed regarding building repair, maintenance of any sort as approved by the Director.
- Regular Fire drills and trainings are conducted, involving every department.

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- MR will ensure that all workers are provided with Personal Protective equipments, where necessary and provided basic training for usage of such equipments.
- Department Head will ensure that MSDS (Material Safety Data Sheet) of the chemicals is properly posted at places where that particular chemical is being used.
- MR gets all the employees including his own self completely insured as required under local laws through a prime insurance company.
- **ARTISTIC APPARELS (PVT) LTD** has appointed a trained person to provide First Aid assistance to workers and arrange trainings on emergency first aids.
- Female employees are given Maternity leaves as per company policy and they fill same leave application form used for this purpose.
- MR makes sure that all female staff is covered for maternity expenses either through Social Security or through any Insurance Company.
- Each employee is expected to obey safety rules and to exercise caution in all work activities.
- Employees must immediately report any unsafe condition to the supervisor. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

## EMERGENCY PREPAREDNESS PLAN & PROCEDURE

### **FIRE PROTECTION EQUIPMENT**

Portable and fixed fire protection equipments are provided for operating areas. It consists of fire extinguishers, which are available for associates to use before the Emergency Response Team arrives (provided the associate has been trained in fire fighting operation).

The Emergency Response Team is responsible for monthly inspection, maintenance and required record- keeping of all portable fire extinguishers. Any used or damaged extinguisher should be reported to the ERT Leader.

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### **Fire Extinguishers (Portable)**

Fire Extinguisher are divided into four (4) Classes:

- Class A- used for fires in ordinary combustible materials, such as wood, cloth, paper, rubber and plastic.
- Class B- used for fires in flammable and combustible liquids and flammable gasses.
- Class C- used for fires that involves energized electrical equipment.
- Class D-used for fire in combustible metals.

### **Emergency Light**

The Safety & Health rule requires emergency lighting within facilities at the following areas:

- Emergency lighting is installed in areas where exits would be hazardous during a power failure.

### **Exit Signs**

Exit Signs are provided in specific locations in building to designate the means of exits from the building.

1. Must not be installed without the approval of MR.
2. Must be installed at all required exit doorways and where necessary to indicate clearly the direction of exits.
3. Must be illuminated and also in local language.

### **FIRE CONTROL PROCEDURE**

1. Employees who detect the fire inform colleagues by pressing the fire alarm and attempts to put off the fire using fire extinguishers if trained to do so.
  2. Employees who detect the fire inform the ERT.
- Name

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- Department
- Location / Nature of Fire

Caller should wait near the Fire exit for the Emergency Response Team, and direct them to the exact location.

3. Department head / ERT Personnel orders emergency shutdown of operations when there is potential for personnel hazard.
4. Department head / ERT Personnel inform the maintenance department to close electricity and gas supply.
5. Security staff at Gate office informs the local Fire Brigade station and ambulance service.
6. Department employees trained in fire fighting assist ERT in controlling the fire.
7. Personnel trained in first aid provides aid where needed.
8. Security staff calls the respective Officer and security Incharge and inform them about the situation.
9. Security Incharge on his arrival, if not present in the factory informs to the law enforcement agencies.

### **EARTH QUAKES EMERGENCY**

1. When an earthquake occurs, employees inside the building must seek cover under corners, beams and lintels. And do not get out of the building during the earthquake aftershock.
2. Stay away from glass windows/door or internal glass partitions.
3. After initial aftershock, proceed immediately to the nearest exit towards the assembly point and wait for instructions from emergency response team.
4. Maintenance personnel shutdown main electrical switches and shuts off gas lines.

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5. Emergency Response team leader instructs employees to remain calm, report injuries and avoid smoking / lighting matches, and to gather at assembly point and be prepared for aftershocks.
6. Emergency response team / First Aid team attends to injured personnel; (if there are any) assess damage and report them to the Emergency Response Team leader.
7. The ERT team clears up any effected area and reorganizes it.
8. The ERT leader issues instructions to return to work if conditions normalize or send employees home depending upon the situation and after discussing situation with the MP.

### **MEDICAL EMERGENCY**

1. In case of medical emergency, the patient / co-employee will inform the First Aid Center.
2. Assess the situation of the patient through the following:
  - 2.1 Identify the name of the patient and department.  
Assess the physical condition.  
Place a patient in a comfortable position.  
Administer the required first aid procedures.  
Directly call the clinic and request the doctor/nurse on duty to proceed immediately to emergency site.  
Request for emergency service vehicle (if required).  
Bring the patient to the nearest hospital. The First aid staff or security guard or one associate must accompany the patient.
3. After bringing the patient to the hospital the attendee will call the company, HR Dept. to relay the following information:
  - 3.1 Hospital Diagnosis
  - 3.2 If admitted or not.
4. If admitted, the HR staff informs the family/relatives of the patient either through phone or home visit or any other means possible to reach the relatives of the patient.
5. The attendee will go back to the plant after endorsing the patient to the hospital or after bringing home the patient and prepare a written report noted by the physician with in 24 hours.

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- A final report will be prepared by the Attendee reflecting the status of the patient from the time of discharged/brought home and until return to work. A copy of the final report will be submitted to MR.

### **RELATED DOCUMENTS:**

- List of PPE
- Health & Safety Meeting Minutes
- Fire Extinguisher Location Chart
- List of Fire Extinguishers
- List of Emergency Response Team
- MSDS
- Accident Report



# ARTISTIC APPARELS.

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### DISCIPLINARY PROCESS (AAPL-10)

#### POLICY

The **Artistic Apparels (Pvt) Ltd.** is not engage in or support the use of corporal punishment, mental or physical coercion, and verbal abuse.

The **Artistic Apparels (Pvt) Ltd.** keeps a comprehensive back up of all those policies that are required to win the general organization chores. No one is exposed to any kind of corporal punishment, verbal abuses, physical coercion etc. and if anyone is found engaged in such untoward practices against any other employee then very strict action is taken against him/her to curb the action. Artistic Apparels conduct training session of disciplinary Process for workers awareness.

#### **PURPOSE:**

To establish and maintain a documented system in order to maintain discipline in factory.

#### **RESPONSIBILITY:**

GM HR and Administration is responsible for maintaining discipline in factory.

#### **PROCEDURE:**

##### **Events requiring Disciplinary Action**

Following events can form the basis of initiating disciplinary actions against all employees.

- Disobedience
- Abusive language and vulgar actions
- Physical punishment and mental coercion.
- Sabotage to company property and product
- Creating an environment of unlawfulness or unrest among the employees.
- Failure to follow company's rules and regulations on regular basis.
- Disclosure of company's proprietary information
- Misbehaving with superiors and fellow workforce
- Harassing fellow workforce particularly females

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- In case if an employee is found to be involved in any event as identified above, respective section supervisor will do the counseling with the worker and try to identify the reasons which causes any un-disciplinary action by the worker and verbally instruct the worker to mend his/her ways.
- Respective section Incharge will make a note of the un-disciplinary action, get it acknowledged from the worker and send to GM HR / Admin for filing in the personal file.
- In case if the worker does not acknowledge the note, dept. in-charge will inform GM HR/ Admin who will conduct his investigation to find the root cause of the incident. GM HR/ Admin will report the incident in disciplinary report form.
- In case if the worker is found to be involved in any critical un-disciplinary action, he/she will be immediately sent to the GM HR/ Admin for further action.
- If any worker is found to be repeatedly involved in un-disciplinary actions, then respective section Incharge will initiate a note to GM HR/ Admin to take the formal disciplinary actions against the employee.
- GM HR/ Admin will write an explanation letter to the worker, detailing the reason for disciplinary action and response required from the worker.
- Worker will be required to present himself/herself in front of the GM HR/ Admin and respective section Incharge and explain his point of view.
- Based on the objective evidences available and from the feedback of other workers as well as on the past disciplinary performance of the worker, GM HR/ Admin in consultation with respective Incharge may decide the following,
  - Terminate the worker
  - Demote him
  - Retain him with last warning
- Results of investigation and actions decided will be filed in the personal file
- In cases where it is observed the reason of disciplinary action is due to the management part, GM HR/ Admin identify the actions to be taken to improve the working environment.

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- Suggestion boxes are placed at washrooms throughout the facility, if any employee wants to report any incident he / she can use the facility without mentioning his / her identity, the matter will be investigated and resolved by the MR.

The Company reserves the right to discontinue your services on the basis of following misconducts.

- 1) For disobedience and breaking the rules.
- 2) For theft, forgery, scam.
- 3) For deliberately damaging company assets and property
- 4) For involvement in kickbacks and bribe.
- 5) For being continuously absent without any information
- 6) To arrive late in factory consistently
- 7) For violent and destructive behavior and any in disciplinary act.
- 8) For continuously neglecting work and its importance.
- 9) To hold a strike either be a part of it or instigate others to do so.
- 10) To perform any harmful act for company and for other workers or the misconducts under section 15(3) of Standing Orders Ordinance 1968.

### **Workplace language and actions**

- MR will maintain close observation of the workplace environment and ensure that no abusive language prevails among the workforce as well as by the respective Incharges.
- MR at the time of hiring of new management staff, in any supervisory position, provides orientation to him on the basic code of conduct which involves the following
  - Language to be used with the workforce
  - Grievances handling of workers
  - Discouragement of any abusive language and vulgar actions
  - Discouragement of Physical punishment and mental coercion.

### **RELATED DOCUMENTS:**

- Incident Report
- Personnel File
- Suggestion Memo / Incident Report
- Training Record

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# ARTISTIC APPARELS.

## SOCIAL COMPLIANCE MANUAL

### FREEDOM OF ASSOCIATION (AAPL-11)

#### **POLICY**

Artistic Apparels (Pvt) Ltd recognizes and respects the rights of employees to exercise their lawful rights of free association and collective bargaining. Artistic Apparels (Pvt) Ltd do not discriminate against employees who form or participate in lawful associations and/or collective bargaining. Forms of discrimination include, but are not limited to:

- Wage penalties
- Suspension
- Termination

Artistic Apparels (Pvt) Ltd do not illegally discriminate against employees who choose not to join any association or bargain collectively. Artistic Apparels (Pvt) Ltd does not discriminate against applicants who have previously exercised their Lawful rights of free association and/or collective bargaining. Artistic Apparels conduct training and awareness session for their Manager to understand the Freedom of Association requirement.

#### **RESPONSIBILITY: MR**

MR communicates to all employees the organization's freedom of association and collective bargaining policy. MR documents the details of the communication(s), including date of communication(s), form of communication [i.e., posters, memoranda, electronic communications, company handbooks and policy manuals, reports or minutes of meetings, etc names of individuals, or s of individuals and ensures that the communication reaches to all employees. The MR retains a copy of the Training/ Communication Record.

#### **PROCEDURE:**

If the need arises MR is responsible to liaison between top management and employees and help formation of authorized body and to chalk down all the activities as per this procedure. Artistic Apparels conduct training and awareness session for their Manager to understand the Freedom of Association requirement.

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### **Right of Freedom of Association and collective bargain**

- **ARTISTIC APPARELS (PVT) LTD** acknowledges the right of every permanent employee to form free association or not to do so for collective bargaining.
- In case if permanent employees chooses to form free association, they have to follow the legal procedure as laid down in the law for the formation of unions
- The permanent employees can register themselves as the registered union. However if the other of permanent employees feels that they do not have the true representation in the registered union, they are free to form another registered union.
- All the registered unions have to follow the following steps before putting any issue related to collective bargaining.
- Nomination of union representative through election process.
- Development of Memorandum of Association
- Development of Charter of Demands

If any employee of the factory not join any CBA system and feels a health atmosphere of the factory than factory have another option for employees, which is a joint work council system. In this regard factory arranged internal work council election system among the workers and elected their own representative to solve their matters between Management and workers.

### **RELATED DOCUMENTS:**

- Registration of Union
- Memorandum of Association
- Charter of Demands
- Training Record

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## SOCIAL COMPLIANCE MANUAL

### ENVIRONMENT (AAPL-12)

#### POLICY

Artistic Apparels (Pvt) Ltd complies with environmental rules, regulations and standards applicable to its processes and practices environmentally conscious practices in its work environment. Where applicable, Artistic Apparels (Pvt) Ltd performs initial environmental impact assessment and implements mitigation measures Preventing pollution continually improving the Environment Management System through the best knowledge, ability & experience of its dedicated and hard working team.

#### RESPONSIBILITY: MR

MR communicates to all employees the organization's environmental policy. MR documents the details of the communication(s), including date of communication(s), form of communication [i.e., posters, memoranda, electronic communications, company handbooks and policy manuals, reports or minutes of meetings, etc names of individuals, or s of individuals and ensures that the communication reaches to all employees.

The MR retains a copy of the Training/ Communication Record.

#### PROCEDURE

##### Waste Disposal Procedure

**ARTISTIC APPARELS (PVT) LTD.** Is committed to dispose off every single piece of paper, fabric, used first aid appliances, used poly bags, used thread cone which are identified as waste.

- 1) **Waste of Fabric**
- 2) **Waste of Used Poly Bags**
- 3) **Waste of Used Thread Cones**
- 4) **Waste of First Aid Box Medicine**
- 5) **Sanitary Waste**

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### 1) Waste of Fabric

**Responsibility:**

Sweepers / Cleaners

**Procedure:**

1) Sweepers / Cleaners are responsible that on daily basis they collect fabric from Cutting, Stitching, Cropping, and Packing which are identified as waste in a bag / poly bag and dump it in a dust bin or drum on ground floor which is marked as "**Fabric Waste Area**"

2) That those bags / poly bags fill with fabric waste sale to local vendor with which Company has made an agreement that they will dispose off that waste properly without polluting the environment.

### 2) Waste of Used Poly Bags

**Responsibility:** Sweepers / Cleaners

**Procedure:**

1) Sweepers / Cleaners are responsible that on daily basis they collect those poly bags from packing which can not be used again and are identified as waste in a poly bag and dump it in a dust bin or drum on ground floor which is marked as "**Poly Bag Waste Area**"

2) That those bags / poly bags fill with un useable poly bag waste sale to local vendor with which Company has make an agreement that they will dispose off that waste properly without polluting the environment.

### 3) Waste of Used Thread Cones

**Responsibility:**

Sweepers / Cleaners

**Procedure:** 1) Sweepers / Cleaners are responsible that on daily basis they collect those thread cones from Stitching which can not be used again and are identified as waste in a poly bag and dump it in a dust bin or drum on ground floor which is marked as "**Used Cones Waste Area**"

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2) That those bags / poly bags fill with un useable thread cone waste sale to local vendor with which Company has make an agreement that they will dispose off that waste properly without polluting the environment.

### 4) Waste of First Aid Box Medicine

**Responsibility:** First Aid Box Inspector

**Procedure:** 1) First Aid Box Inspector is responsible that he will inspect first aid boxes in a factory on monthly basis and make a report of inspection which is done by him on monthly basis, and if there some medicine found by him during inspection which are expired or cannot be used then he will collect them all in a poly bag / bag and dump it in a dust bin or drum on ground floor which is marked as "**FAB Waste Area**", so that waste ca be taken to nearest hospital and will be properly disposed off.

### 5) Sanitary Waste

**Responsibility:** Sweepers / Cleaners

**Procedure:** 1) Sweepers / Cleaners are responsible that on daily basis they collect sanitary waste from male/female washroom n a bag / poly bag and dump it in a dust bin or drum on ground floor which is marked as "**Sanitary Waste Area**", so they can be properly disposed off.

### Initial Environment Impact Assessment

- Compliance Representative seeks the updates from the Sindh EPA or updates of environmental requirements from different buyers with whom **ARTISTIC APPARELS (PVT) LTD** is doing business.
- Compliance Representative ensures the six monthly testing of drainage water, drinking water and compares the results against the NEQS.
- Where required, Asst Admin identifies the mitigation measures including use of PPE

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### Mitigation Measures

Based on the status of **ARTISTIC APPARELS (PVT) LTD.** environmental performance against NEQS, mitigation measures are identified which can be:

- Disposals of fabric waste and paper by **ARTISTIC APPARELS (PVT) LTD** link to local vendors who use it as a material for re-cycling.
- The wastewater generated from utilities i.e. washrooms, water cooler, abolition area, is tested for compliance against NEQS.
- Waste water in washing area is treated in ETP effectively.
- The workers of cutting use dust masks in order to prevent the inhalation of fabric fluff generated from the fabric.

### **Environment Impact Assessment**

- MR seeks the updated NEQS from the Sind EPA or from different buyers for whom **ARTISTIC APPARELS (PVT) LTD** is working.
- MR will facilitate the environmental impact assessment.
- MR ensures the testing of drainage water; generator smoke and compares the results against the NEQS.
- Where required, MR identifies the mitigation measures including use of PPE.

### **RELATED DOCUMENTS:**

- Environmental Inspection Reports
- List of PPE
- NEQ standard
- Training Record

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## SOCIAL COMPLIANCE MANUAL

### CUSTOM COMPLIANCE (AAPL-13)

#### **POLICY.**

Artistic Apparels (Pvt) Ltd complies with all applicable custom laws and in particular establishes and complies with laws regarding illegal transshipments.

#### **RESPONSIBILITY:**

**Director**

**MR**

**Export I/C.**

Export I/C ensures that the country of origin for all goods produced in the facility can be determined based on production records, raw material invoices, Certificate of origin, and Annexure-A

Export I/C ensures that such origin determining documents are maintained for at least one (1) year, except Certificate of origin and Annexure-A, which are submitted to the bank.

Merchandisers ensure that all subcontracting facilities are evaluated and maintain their profile, Verifies production at subcontracting facilities when necessary through the review of requested document or personal visits. Such instances of production verification are recorded and kept on file.

MR maintains machine inventory on an annual basis and keeps it on file.

MR routinely verifies security measures are in place to prevent the alteration, tampering or replacement of goods produced at the facility. Such verification includes Access control, CCTV monitoring and security trainings.

MR along with security Incharge trains all relevant individuals, including all managers and supervisors, on the organization's security related policies.

MR communicates to all employees the organization's Security policy.

Document the details of communication(s), date(s) of communication(s), type of communication [i.e., posters, memoranda, electronic communications, company handbooks and policy manuals, reports or minutes of meetings, etc names of individuals, or s of individuals and ensures that the communication reaches to all employees. The MR retains a copy of the Training/ Communication Record.

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### PROCEDURE:

#### **Export Process**

- Purchase order or Sales Projection is received from buyer.
- Marketing Executive forwards P.O or Sales Projection to merchandizing dept.
- Factory starts production and merchandiser sends shipment schedule to export dept.
- Shipment documents (Invoice, Packing list, Sales tax invoice & Form E) are prepared based on shipment schedule, and a set is forwarded to clearing agent.
- Company gets approval of form 'E' from concerned bank.
- Clearing agent prepares shipping bill and forwards shipping bill to the concerned custom authority for approval and the to port authority.
- Export department faxes invoice & packing list to factory for cartoon making and container release from shipping company.
- Merchandiser informs shipping company of cargo lifting/shipment from the factory.
- After lifting of cargo from the factory, export dept receives a shipment advice from the merchandizing department.
- In case of short shipment export department make revised invoice and forward to clearing agent for examination of goods by custom department.
- When container reaches port, the clearing agent sets the goods examined through appraiser & appraiser notes all the relevant detail on shipping bill quadruplicate copy i.e. quantity, quality, in case the goods exported are of blended / polyester items, samples are drawn by the custom authorities and sent to the custom laboratory for test report and weight.
- After container release, Export dept prepare / collect & submit all Relevant documents for bank Purpose i.e. invoice, packing list, certificate of origin, bill of Lading, annexure 'a', chapter 55, detail Fabric invoice, bill of exchange, inspection Certificate, Fumigation certificate, export refinance, short Shipment notice, Insurance policy and all concerned Certificate which required from buyer.
- Certificate of origin and detail fabric invoice attested by chamber of commerce.
- Bill of lading is issued by concerned shipping co.

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- The concerned broker issues inspection certificate in case it is required by the importing Company.
- The authorized fumigation company issues the certificate and after verifying the shipment.
- Bill of exchange affixes an adhesive stamp & passed by Government legal department.
- Export refinance: All relevant papers are prepared type as per state bank of Pakistan requirement.
- In case of short shipment, shipping agent files the short shipment notice to the custom authorities.
- If the shipment is CIF, export department forwards details to concerned Insurance Company for issuing insurance policy.
- Export department sends all documents to the bank for negotiation.
- If a forwarder has been appointed, all original documents are forwarded to him, forwarder issues a FMR (Forward Cargo Receipt).
- FMR is forwarded to relevant bank for negotiation.
- After Negotiation Company receives a credit advice from bank.
- If any forwarder involved in your shipments, surrender All original documents to your forwarder & your forwarder issued a FMR (forwarder cargo receipt) at the end of shipment all the original documents are sent to bank for Negotiation / verification.
- Export Incharge also ensures that for every shipped order, company maintains documented evidence regarding the production, inspection and purchase record including out source production and inspection activities.
- These documents should identify the following
  - Date of production and inspection
  - Location of production and inspection
  - Order against which production and inspection is carried out
  - Quantity produced, received and transferred.

# ARTISTIC APPARELS.

## SOCIAL COMPLIANCE MANUAL

### SECURITY (AAPL-14)

#### POLICY.

Artistic Apparels (Pvt) Ltd maintains vigilant security system to guard against the introduction of non-manifested cargo into outbound shipments. Artistic Apparels (Pvt) Ltd supports all actions to discourage smuggling of goods and maintains a system to monitor the shipment loading process in the factory premises.

#### RESPONSIBILITY:

##### **MR**

##### **Security Persons**

MR / Security Incharge Communicates to all employees the organization's Security Policy. MR / Security Incharge are responsible for identifying, implementing and monitoring requirements of different international buyers and standards.

MR / Security Incharge document the details of communication(s), date(s) of communication(s), type of communication [i.e., posters, memoranda, electronic communications, company handbooks and policy manuals, reports or minutes of meetings, etc names of individuals, or s of individuals and ensures that the communication reaches to all employees.

#### PROCEDURE:

The security system developed and implemented at **ARTISTIC APPARELS (PVT) LTD** consists of

- Personal Movement and access control
- CCTV
- Seperate Finished Goods Area
- Inspection of Container before and after Loading.
- Monitoring during the loading.

Prepared By: Manager HR / Compliance

# ARTISTIC APPARELS.

## SOCIAL COMPLIANCE MANUAL

- **PMAC (Personal Movement and Access Control)**

- The gatekeeper at the security room directs anyone who enters into the factory premises.
- Security staff first inquires from the visitor, his name, category of visitor i.e. supplier, general visitor etc and whom he wants to see.
- Visitor records the details i.e. name, purpose of visit, address, host name, time-in and initials in visitor book.
- Security office provides a visitor card to visitor for his ready identification.
- Host, security personal and the area supervisors ensures that the visitors should only visit the area for which they have been authorized to visit and that to in the escort of some company representative.
- When the visitor leaves the factory premises or host, he will get the visitor card and return it to the security staff at the gate.
- Area supervisor of respective sections and security personal ensures that employees' movement should remain confined in their respective areas and they should visit other sections only as a part of assigned job/task.

- **Close Circuit TV (CCTV)**

- Security Incharge ensures that a network of CCTV's should be functional in the following areas
  - Loading deck
  - Main gate
  - Finished Product store
- Cameras are installed at positions to cover the maximum area and movement.
- A set of CCTV present in the security room is used to monitor on continuous basis the movement of personal and identify of any undesired activity.

- **Separate Finished Goods Area**

- A separate and locked finished goods area is maintained for the storage of packed cartons, Rolls and bales.
- The good are moved into or from the area in the presence of security personnel.

Prepared By: Manager HR / Compliance

# ARTISTIC APPARELS.

## SOCIAL COMPLIANCE MANUAL

- **Inspection of Container before and after loading**

- Packing Incharge / Finishing area Incharge and security personnel inspects the container when it is docked for loading. The container is inspected for cleanliness and any unwanted item present in the container.
- After the loading, Packing Incharge / Finishing area Incharge and security personnel again inspects the container to identify any open carton, any unwanted item present in the container, physical condition of cargo after loading.
- Security personnel present at the gate maintain inspection record of container for pre and post loading.
- All product-carrying vehicles in and out of the factory are recorded in "Inward Register" and "Outward Register" respectively.

- **Monitoring during loading**

- Security personnel monitors the loading of shipment by ensuring the following
  - Only authorized loaders stack the cargo.
  - Loaders are not changed without Security personnel information.
  - Loaders do not stay inside the container for longer duration.
  - Any open carton is not loaded in the container.

- **Employees background check / verification**

- At the time of hiring of security and loading workers whether directly or through security agency, background check of the potential employee is to be performed by identifying previous job experience and seeking feedback from the ex-employer.
- Parameters like employee conduct, his reputation, any misdeed or misconduct associated with the employee during his job tenure, are checked as a part of background verification.
- To the extent possible, people whose background can't be verified e.g. new immigrants in the country or city, they are not employed for the jobs related to security or as finished product loading staff / worker.

Prepared By: Manager HR / Compliance

# ARTISTIC APPARELS.

## SOCIAL COMPLIANCE MANUAL

### RELATED DOCUMENTS:

- Visitor Book
- Visitor Card
- Inward Register
- Outward Register
- Container Record
- Background verification Record
- Training Record

Prepared By: Manager HR / Compliance



# ARTISTIC APPARELS.

## SOCIAL COMPLIANCE MANUAL

### Children's Product Risk Assessment Process (AAPL-15)

#### POLICY

Artistic Apparels Pvt. Ltd. ensures that children risk assessment process safe, legal products if the expected quality to the agreed specification are repeatedly manufactured and retain those requirements throughout the expected product lifetime.

#### PURPOSE:

Artistic Apparels (Pvt.) Ltd ensure that a risk assessment has been carried out on all children's products prior to sampling or product development. Artistic Apparels (Pvt.) Ltd also have system and procedures in place throughout the development and manufacturing of the product that ensures the children's risk assessment process of product meets the agreed specification and requirements as stipulated as per buyer's guideline on continuous basis.

**RESPONSIBILITIES:** GM Production, QA Manager, Technical Manager, Product & Health & Safety Officer, Planning Manager, Finishing Manager, Production Manager..

#### PROCEDURE:

Following steps are strictly followed as per Tesco Children's Product Risk Assessment process as per given Tesco Manual.

#### **Children's Product Risk Assessment Process**

##### **Safety, Components Trims**

- Belts
- Cords and drawstrings
- Diamontes
- Embroideries / fusible motifs and badges
- Elastics
- Flammability-All garments

Prepared By: Manager HR / Compliance

# ARTISTIC APPARELS.

## SOCIAL COMPLIANCE MANUAL

### Children's Product Risk Assessment Process

#### Metal Contamination

- Broken Needle Control
- Used Needle Control
- Control of hand sewing
- Machines Needle
- Pins
- Staples
- Sharps Boxes
- Poppers / metal Components
- Metal Detection
- Compensation
- Broken needle record form
- Hand swing needle control form
- Metal detector calibration form
- Metal detected product log
- Metal contamination detected form

### Children's Product Risk Assessment Process (Fabric Standard)

#### Garment Product Standards:

- Buttons
- Buttonholes
- Colour Variation / Shading
- Drawstrings / Ribbons / Tie-Ends / Bows
- Elastic
- Fabric
- General Seaming
- Interlinings
- Needles
- Piping / Binding
- Pockets
- Label checking
- Pressing
- Stress Points
- Zips

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# ARTISTIC APPARELS.

## SOCIAL COMPLIANCE MANUAL

### Children's Product Risk Assessment Process

### Measuring Guide

#### (a) Childrenswear

- Skirts
- Dresses
- Trouser
- Hooded Jacket

### Children's Product Risk Assessment Process.

#### Sealing Process

- Buying sample / First fit
- Pattern Checking
- Selection Meeting
- Counter sample / first Fit
- First Fit, Second Fit, etc sample submission requirement.
- Red Seals
- Green Seals
- Press Samples
- Production
- Self Red Sealing
- Self Green Sealing Suppliers
- Packaging
- Sample submission Tag

# ARTISTIC APPARELS.

## SOCIAL COMPLIANCE MANUAL

### **Children's Product Risk Assessment Process (Inspection Process)**

- Acceptable Quality Levels
- Control of Non-Conforming Products
- Non-Conformities and type.
- Quantity
- Position
- Size
- Severity
- Garment Inspection Criteria
- AQL sampling Plan

### **Children's Product Risk Assessment Process (Metal Detector Process)**

- All children's garments pass through approved needle detector machine.
- All children's garments pass two times through needle detector machines.
- Contaminated garment must be properly tagged and put into separate box which is near to Metal Detector Machines

### **Children's Product Risk Assessment Process (Warehouse finish goods)**

- The warehouse area must be secure and only access for finish goods must be via metal detector.
- Finish goods must be on pallets
- Only Authorized person are allowed to go into the finish goods Area.

# ARTISTIC APPARELS.

## SOCIAL COMPLIANCE MANUAL

### **Precautions**

All responsible people ensure that the following documents should be maintained at all the children product risk assessment process.

Follow health & Safety of children product at all stage mentioned above, Example Accessories / Design as per Tesco Manual children product requirement.

Check and record the all mentioned above operations as per Tesco Manual children product requirement.

Pre production meeting records regarding construction, accessories, stitching etc, and standard as per Tesco Manual children product requirement.

Pilot run production / discussion with all responsible persons mentioned above, to follow the all Children product risk assessment process as per given Tesco manual children's product requirement and filed the all records.

# ARTISTIC APPARELS.

## SOCIAL COMPLIANCE MANUAL

### Critical Accident and evacuation of disable Person (AAPL-16)

#### **Critical Accident**

1. In case of critical accident, the patient / co-employee will inform the First Aid Center or if employee not able to inform then their supervisor immediately inform First Aid Centre.
2. Assess the situation of the patient through the following:
  - 2.1 Identify the name of the patient and department.  
Assess the physical condition.  
Place a patient in a comfortable position.  
Administer the required first aid procedures.  
Directly call the clinic and request the doctor/nurse on duty to proceed immediately to emergency site.  
Request for emergency service vehicle (if required).  
Bring the patient to the nearest hospital. The First aid staff or security guard or one associate must accompany the patient.
3. After bringing the patient to the hospital the attendee will call the company, HR Dept. to relay the following information:
  - 3.3 Hospital Diagnosis
  - 3.4 If admitted or not.
4. If admitted, the HR staff informs the family/relatives of the patient either through phone or home visit or any other means possible to reach the relatives of the patient.
5. The attendee will go back to the plant after endorsing the patient to the hospital or after bringing home the patient and prepare a written report noted by the physician with in 24 hours.
  - o A final report will be prepared by the Attendee reflecting the status of the patient from the time of discharged/brought home and until return to work. A copy of the final report will be submitted to MR.

# ARTISTIC APPARELS.

## SOCIAL COMPLIANCE MANUAL

### EMERGENCY RESPONSE PLANNING FOR EMPLOYEES WITH DISABILITIES

#### Policy:

This policy outlines the responsibility and process of identifying Artistic Apparel employees who require assistance in the event of an emergency situation and developing a plan to ensure that all employees are able to evacuate a hazardous environment.

It is an expectation that all staff involved in assisting employees with disabilities during an emergency response, do so in a safe manner. Staff must also ensure that the environment, equipment, and tools used during the emergency response are safe and in good working condition.

#### Roles and Responsibilities:

##### Emergency Procedures Committee

Ensure that Code policies/procedures incorporate general procedures and considerations for persons that require assistance to evacuate a hazardous environment in accordance with this policy. Include this procedure into the review of all general emergency response policies.

##### Department Manager / Incharge

Ensure employees are trained and aware of the general emergency response plan for employees requiring assistance.

Be aware of employees with permanent disabilities and/or those who require temporary assistance to evacuate in the event of an emergency.

Notify the Occupational Health, Wellness and Safety committee as required, in order to develop and communicate individual emergency response plans.

Discuss with the person that requires assistance to determine the level of assistance required to evacuate a floor area in the event of an emergency and determine the need to create individualized emergency response plans based on the procedure below to achieve the established emergency procedures for the building.

Assign a committee to the employee requiring assistance. Review the individualized emergency response plan when an employee moves to a different location within the organization.

For all locations in ensure that they are aware of persons that require assistance and what measures are needed for that person to evacuate the building safely in the event of an emergency.

Prepared By: Manager HR / Compliance

# ARTISTIC APPARELS.

## SOCIAL COMPLIANCE MANUAL

### Department Staff

Participate in training on the general emergency response plan for employees requiring assistance. Assist those with special needs.

Follow procedures as required.

If assigned to be a committee, communicate to the staff member that requires assistance if you will be away and unable to provide assistance.

### Procedure

If there is an immediate threat on the floor that requires evacuation, the committee assigned to the person requiring assistance will assist in the evacuation as planned. In the event that the assigned committee is not available during the time of the incident, the person requiring assistance will identify themselves to the evacuation team leader/designate or any staff member in the area so a committee can be assigned and assist the employee.

1. Move horizontally on the same floor away from the danger, if possible. If located in a critical care or In-patient area, the employee requiring assistance will be assisted to the adjacent refuge zone.

2. If the employees are unable to move horizontally away from the danger, the employee requiring assistance including those in wheelchairs will be assisted to the closest exit stairs. The committee will assist the employee, if able, up or down the stairs towards the building exit. If in the process of descending/ascending the exit stairs the person is unable to continue, or if the person is in a wheelchair, the committee will stay on the landing or stop at the next landing and position the employee so that the pathway is not obstructed for others evacuating the floor.

a. Based on the building location, the committee will;

At Artistic Apparel Assembly Area: call or have a team member call Switchboard/Locating to inform them of their status and location.

All other locations: have a team member notify the emergency responders of their status and location according to the established procedures for that building.

3. The committee is to stay with the employee requiring assistance until the area has been cleared by the emergency responders in charge of the incident.



# ARTISTIC APPARELS.

## SOCIAL COMPLIANCE MANUAL

### Customer Complaint & Feedback (AAPL-17)

#### 1.0 PURPOSE:

- 1.1 To establish a procedure which ensure complaint the requirements of each contract / order are defined and documented.
- 1.2 To maintain Contract Review, Customer feedback and amendments records.

#### 2.0 SCOPE:

- 2.1 This procedure is applied to all orders received at and offers made by at ARTISTIC APPARELS PVT LTD

#### 3.0 DEFINITIONS / ABBREVIATIONS:

Nil

#### 4.0 RESPONSIBILITIES:

- 4.1 The Merchandising Department is responsible for maintaining this procedure.

#### 5.0 PROCEDURE:

##### 5.1 Inquiry Receive And Review

- 5.1.1 Chief Executive received inquires regarding Garments, via any mean of communication like through email, Fax direct from buyer or through agent. During view of customer inquiry following points are kept in mind:

- Availability of raw material
- Production capacity
- Ability to meet the Delivery date
- Current running orders
- Old sales contract No. (incase of old customers)
- Order Specification (give)
- Quota Availability, If any

##### 5.2 Type Of Customers

- 5.2.1 ARTISTIC APPARELS PVT LTD.has following two types of customers:

- a) New customer
- b) Old / repeated customer

#### NEW CUSTOMER

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# ARTISTIC APPARELS.

## SOCIAL COMPLIANCE MANUAL

New customer usually require sample before placing order. Chief Executive gives instruction for preparation of samples, keeping in mind

- Complete specification
- Customer sample (if any)

For follow up of sample, relevant Merchandiser /Production Manager are responsible.

Sending To Customer

Chief Executive does costing of samples and price is quoted to customer.

Samples are sent to customer via courier by adopting following steps

Sample is first checked & than packed in polythene bags and following detail is put on polythene bag.

- Buyer Name
- Order number
- Type of fabric
- Construction
- Style No
- GSM
- Color
- Fabric used

These polythene bags are then put in carton and address are written on AWB and handed over to courier

Approval Of Sample

Customer informs via any mean of communication regarding approval of sample and if customer requires any change in sample then arrange new sample by following the above procedure.

### OLD CUSTOMER

Old / repeated customers usually mention reference of last order or in some cases requires sample before placing order. If customer place order referencing his old purchase then in response Merchandiser sends quotation. If sample required then Merchandiser adopt the same procedure as describe above.

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# ARTISTIC APPARELS.

## SOCIAL COMPLIANCE MANUAL

### **Quotation Preparation**

Chief Executive prepares quotation. While preparing quotation following points are kept in mind:

- Item (with its size, weight and Specifications)
- Fabric rate
- Delivery terms (C&F, CIF, FOB, L/C / CAD /DP etc.)
- Delivery date
- Sea or Air Freight as the case may be.
- Quality Required

### **Order Confirmation And Review**

If customer approves sample and quotation then he places order by sending his purchase order directly if he is direct buyer, otherwise through his agent.

Chief Executive is responsible to review the purchase order, while reviewing it following points are kept in mind.

- Product size, and along necessary specification
- Order quantity clearly define
- Delivery date of shipment as mentioned in Quotation
- Delivery terms
- Payment terms and conditions
- Mode of payment
- Shipping mark
- Any instruction regarding packing, labeling and tagging etc

Merchandiser checks the quoted rate and purchase order rate does rate comparison. If any difference found in quoted and purchase order rates then Merchandiser contact with customer in case of direct buyer or his agent regarding this difference.

### **Preparation Of Sales Contract**

Merchandiser drafts sales contract by keeping in view all the above mentioned required and sends to Chief Executive for review. If required any change in drafted sales contract then he mentions on it and hand to Merchandiser to do so else he approved it. prepared sales contract on company's letterhead and send to customer in case of direct buyer or sends to his agent.

### **Production Order**

After getting approval from Chief Executive, Merchandiser prepares Trims planning and PO and sends a copy of it to production manager & all relevant departments.

# ARTISTIC APPARELS.

## SOCIAL COMPLIANCE MANUAL

### 5.3 Amendment

#### 5.3.1 Amendment from Customer / Buyer Side

In case of any amendment/changes at any stage ARTISTIC APPARELS PVT LTD. reviews it and prepared revised PO/order details sends to concern and if it initiated by ARTISTIC APPARELS PVT LTD. it is communicated to customer.

#### 5.3.2 Amendment from ARTISTIC APPARELS PVT LTD. Side

If any type of amendment in order required by ARTISTIC APPARELS PVT LTD, then Chief Executive / Merchandiser communicate in written to buyer / customer. If he approves the change / amendment then it is communicated to all production departments by making revise PO/order details.

### 5.4 Customer Feedback, its evaluation method and Customer Complaints:

5.4.1 Every year, merchandising department gets Feedback from the customer on Customer Feed Back Form. The purpose of this feedback is to check and enhance the confidence of customer.

5.4.2 Management Representative on Annually basis evaluates the feedback data graphically and present to concerned unit head by identifying those areas, which need improvement.

5.4.3 If any corrective or preventive action(s) required, Management Representative raise Corrective and Preventive Action) and take effective measures to remove the Non-conformity.

5.4.4 The results of evaluation will be discussed in the Management Review Meetings.

5.4.5 The complaints of customer are treated in the same manner as defined in Corrective Action procedure.

### 6.0 ASSOCIATED DOCUMENTS:

6.1	Corrective Action	(/MSP/011)
6.2	Management Review Meeting	(/MSP/020)
6.3	Preventive Action	(/MSP/026)
6.4	Analysis of Data	(/MSP/046)

### 7.0 RELATED RECORDS:

7.1	Corrective & Preventive Action Form	(/MSR/011)
7.2	Trim Card	(/MSR/077)
7.3	Customer Feedback Form	(/MSR/078)

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# ARTISTIC APPARELS.

## SOCIAL COMPLIANCE MANUAL

### ETHICAL STANDARD / BUSINESS INTEGRITY (AAPL-18)

#### POLICY

All Artistic Apparels Pvt. Ltd employees and any person associated with Artistic Apparels Pvt. Ltd who performs services for and on behalf of Artistic Apparels Pvt. Ltd, including contractors, consultants, agency staff and business partners are required to adhere to this policy, irrespective of the jurisdiction they operate in and the laws applicable to such jurisdiction (where this policy represents a higher standard). Non-compliance may result in disciplinary action being taken which may lead to termination of employment, and/or to the termination of a third party contract (as the case may be).

This policy refers to all kinds of corrupt practices, including but not limited to:

1. Active bribery – the giving, promising or offering of a bribe;
2. Passive bribery – the requesting, agreeing to receive or accepting of a bribe;
3. The bribing of any public or Government official; and
4. Illicit enrichment – misuse of company assets.

All Artistic Apparels Pvt. Ltd and business units worldwide, including joint ventures where we have a controlling interest are required to apply this policy and its principles. Where we have a non-controlling interest we should encourage the application of this policy with our business partners. Existing business relationships should also be assessed from time to time.

In addition, this policy must be considered when entering into new business relationships, either through mergers, acquisitions, joint venture or new customers and suppliers. Such new relationships require careful assessment of the ethical conduct and reliability of any business partner.

This policy should be implemented in conjunction with the Artistic Apparels Pvt. Ltd Code of Business Ethics and related policies.

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DIRECTOR

Prepared By: Manager HR / Compliance

# ARTISTIC APPARELS.

## SOCIAL COMPLIANCE MANUAL

### ANTI CORRUPTION AND BRIBERY (AAPL-19)

#### **Policy**

The Artistic Apparels Pvt. Ltd Code of Business Ethics states clearly the key principles and values that direct our conduct and support our policies, principles and guidelines. All operations and activities under Artistic Apparels Pvt. Ltd's control, no matter where in the world, shall be conducted in an ethical manner.

Artistic Apparels Pvt. Ltd discourages all forms of bribery and anticorruption.

Artistic Apparels Pvt. Ltd will not tolerate any act of bribery or anticorruption. Any breach of this policy or local law could result in disciplinary action being taken and ultimately could result in dismissal. ARTISTIC APPARELS PVT.LTD terminates its relationship with an associated person who commits, or is suspected to have committed, bribery.

Artistic Apparels Pvt. Ltd is opposed to anticorruption and illegal practices in all their forms and shall not offer, pay or accept bribes (however defined) or commit any corrupt deeds in its dealings with governments, foreign public officials and in the commercial market place. Artistic Apparels Pvt. Ltd does not engage in bribery or any form of unethical inducement or payment including facilitation payments and does not make political donations or incur political expenditure.

#### **Procedure**

Artistic Apparels Pvt. Ltd does not tolerate any such activity by Artistic Apparels Pvt. Ltd personnel, contractors, consultants and agency staff and those with whom Artistic Apparels Pvt. Ltd does business. All personnel are required to avoid any activities that might lead to, or suggest, a conflict of interest with the business of the Artistic Apparels Pvt. Ltd.

All personnel are encouraged to raise any genuine concern about a suspected breach of this policy or any perceived infringement of their rights.

#### **Key corruption risks:**

1. Bribery
2. Facilitation payments
3. Interactions with Government officials and lobbying
4. Gifts and hospitality
5. Political donations
6. Charitable donations and sponsorship
7. Conflicts of interest
8. Misuse of company assets

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# ARTISTIC APPARELS.

## SOCIAL COMPLIANCE MANUAL

### **Responsibility**

The Compliance Manager is the main board director with primary responsibility for overseeing the implementation of this policy and for reporting annually to the DIRECTOR.

Each division and business unit will establish appropriate responsibilities and further procedures within their operations to ensure that this policy is fully implemented and that any instances of violation of the policy are reported in accordance with the requirements detailed below. Should any instances of bribery or anticorruption be identified, remedial steps will be taken immediately.

Management will be asked to confirm compliance with this policy as part of the six monthly internal control confirmation reports

### **Reporting violations**

All personnel are encouraged to raise any genuine concern about suspected misconduct or malpractice, including bribery, facilitation payments, extortion and money laundering, ethical misconduct or any perceived infringement of their rights. Known breaches of this policy must be reported. The reporting procedures are summarized below

In the event that corrupt activities are detected, the following reporting guidelines should be followed:

1. Report the matter directly to the managing director or head of department responsible where the suspected misconduct has occurred.
2. The managing director or head of department responsible for the organizational unit where the suspected misconduct has occurred shall report it to the Artistic Apparels Pvt. Ltd Director. It will be the responsibility of the Director to communicate such instances to the CEO, the Artistic Apparels Pvt. Ltd CEO and Director and the Head of Compliance Department and the appropriate management of the division or business unit.
3. Should any members of the internal audit team discover any misconduct they will report it via the Head of Compliance to the local senior Administration person, the Artistic Apparels Pvt. Ltd Director and CEO as well as to the Artistic Apparels Pvt. Ltd Director and CEO.
4. Alternatively, any employee may report any misconduct through the Speak out

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# ARTISTIC APPARELS.

## SOCIAL COMPLIANCE MANUAL

facility (see below). Any suspected misconduct reported via Speak out will be notified by the service provider to the Head of compliance department who will then follow the procedure in 2 above.

Speak out is the confidential service for Artistic Apparels Pvt. Ltd employees and internal to report and raise concerns about any behavior or activities which may conflict with Artistic Apparels Pvt. Ltd's business ethics. Speak out is operated by an independent compliance department and is available 24 hours a day, seven days a week, by emailing [hr@artisticapparels.com](mailto:hr@artisticapparels.com).

A register will be maintained by the Artistic Apparels Pvt. Ltd compliance department of all recorded instances. The register will be tabled at DIRECTOR meetings together with explanations of the actions taken to prevent any recurrence.

Artistic Apparels Pvt. Ltd will not tolerate any form of retaliation against employees raising concerns in good faith. If you report your concerns and seek advice in good faith, you will always be supported by Artistic Apparels Pvt. Ltd.

### **Monitoring and review**

This policy will be enforced through regular monitoring and review and will form part of the compliance department Internal Audit procedures.

### **RELATED DOCUMENTS:**

Customer Feedback form  
Buyer Emails  
Suggestion Grievances Box  
Through Meetings

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# ARTISTIC APPARELS.

## SOCIAL COMPLIANCE MANUAL

### Chemical Purchasing (AAPL-20)

#### Policy

The aim of this activity is to clearly define the mechanism of procurement of different chemical use in ARTISTIC APPARELS PVT LTD. The scope of this activity includes demand, calculation of Chemicals and preparing purchase order. This procedure applies to all ARTISTIC APPARELS PVT LTD operational activities.

#### Procedure

Receive the Internal order sheet form & Approved Chemicals list from Washing Department. Prepare Purchase Order Form of items after the calculation as per the items consumption in Internal Order Sheet Form and checked with Restricted / banned chemical list which are provided by Buyers. At the time of giving the Delivery Date to the Supplier, keep in view the dates described on Production Plan received from production Planning & Chemical Store. Attached approved sample from buyer on Supplier's and Store's copy.

In case of any new chemical requirement, search the chemical with in approved suppliers/New Supplier. After issuance of Purchase Order Form, enter it on Chemical Order Detail Sheet. Communicate with Supplier to provide MSDS, RSL & APEO etc certificates or other Legal requirement along with the delivery of chemicals.

Keep Following-up the Purchase Order Form issued to the supplier to ensure timely delivery of required items. Ask purchase challan of received items in store should be received through receiving Not against P.O Form and check that the store personnel has chemical.

Random Sampling from the received chemical are collected for in house testing to check the composition or chemical. Receive the incoming bill from Supplier & Original Copy of Purchase Order which was issued to the Supplier. Attached the challan received from stores with bill and receipt from Accounts Department through Bill Receiving

Note: Incidentally required items, of those immediate delivery is essential, should be cash Purchased & the approval from competent authority is taken after the Purchase.

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# ARTISTIC APPARELS.

## SOCIAL COMPLIANCE MANUAL

### Responsible Persons:

Director  
Washing Manager  
Procurement Manger  
Store Incharge  
Lab Incharge

### Purchase Dept.

To Receive Internal Order sheet & Approved Chemical list.  
To keep checking all records of Procurement Department.  
To approved the Purchase Order.  
To prepare the purchase Order.  
To issue the purchase Order.  
To follow up them.  
To keep the record

### Related Documents

Place all papers in related files  
Order Detail Sheet of Chemical.  
Purchase order.  
Approved List of Chemicals  
Chemical Inventory List (CIL).  
Chemical Test check list  
Receiving Note against P.O  
Bill Receiving Note  
Chemical Receiving & Issuing Record

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# ARTISTIC APPARELS.

## SOCIAL COMPLIANCE MANUAL

### DISCRIMINATION (AAPL-21)

#### **POLICY:**

Artistic Apparels ensure that Discriminatory practices are not exercised at any level based upon race, casts, national origin, religion, disability, gender, marital status, sexual orientation, union membership, and political affiliation. It shall comply with all workforce of the ARTISTIC APPARELS PVT LTD at every unit. Artistic Apparels conduct training & awareness session on non-discrimination for workers awareness of discrimination policy & procedure through orientation session and annually for all workers, supervisors, nurse and management.

**PURPOSE:** To establish and maintain a documented system to closely control and Monitor the hiring of child labor.

**RESPONSIBILITIES:** MR is responsible to carry out the activities as per this procedure.

#### **PROCEDURE:**

##### **Grievance Mechanism**

All employees are free to report any incidents of Sexual & other Harassment and Verbal Abuses or Punishment to the Company Representative and or Workers Welfare Committee through Complaint Forms (Incident Record Form). They are made aware of the existence and confidentiality of this mechanism. Compliance Coordinator and Workers Welfare Committee's members make sure the availability of Incident Report Forms to all the employees.

Employee records their complaints with / without mentioning their identity and drops the forms in following ways:

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### **Levels of Compliance Mechanism**

The ARTISTIC GARMENT INDUSTRIES has established following tiers of Grievance System to ensures that no retaliation takes place in the process after the resolution of the grievance

#### a) Internal Levels

1. Complaint & Suggestion Boxes
2. Workers Welfare Committee Members
3. Health & Safety Committee
4. Management Representative
5. Compliance Officer

#### b) External Levels

- ☐ Buyer's COC Auditor

Mohsin uddin (H&M)

Mob: 0300 2532031

- ☐ Certification Body

Ahmed Murtaza (SGS Pakistan) Mob:03008292595

#### Complaint from Suggestion Box

The MR regularly checks the complaint boxes, which are kept locked.

Upon receipt of any complaint, MR and Workers Welfare Committee's President discuss the incident and details remedial measures as per Corrective & Preventive Action Procedures.

MR and Workers Welfare Committee's President reviews the whole situation, via silent investigation procedure and after interviewing the persons involved in the act, gives suggested as per local labor law gives suggestions and details remedial measures as per Corrective & Preventive Action Procedures to CEO and /or Production Manger & GM Washing and gets the approval for taking actions.

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Depending upon the nature of the incident, Warning Letter / Show Cause Notice may be issued to the employee involved in the act.

Result of investigation and actions decided are filed in personal file of relevant worker.

### **Incident Report Form**

MR displays company's policy with reference to discrimination on all the notice boards of factory premises.

Compliance Officer and Worker Welfare Committee members make sure the availability of Incident Report Form to all the employees.

Worker Welfare Committee Members and or Compliance Officer receive the filled form from the complainant from worker / Suggestion Box and send to MR for take immediate action.

MR attaches the complaint with CAR form and fills relevant columns of CAR.

MR allots a reference number to CAR and contacts with Admin Manager & CEO (If necessary) to discuss the matter in detail and resolve it.

Admin Manager & CEO (If necessary) gives recommendation of action.

MR follows the Corrective & Preventive Action Procedure for resolve the matter.

Worker Welfare Committee members ensure the remedial measures to be done in the given time and follow the matters strictly.

MR keeps interested and concerned third parties updated with regard to the company's policy in the perspective of discrimination and keep the record of it

### **Show Cause Notice**

MR issues Show Cause Notice to any employee found guilty of being involved in discrimination against any employee.

MR takes action as per Labor Laws if the said Notice is not replied accordingly.

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### **Promotion/Job Placement**

Equal treatment is carried out for all workers. They are employed, promoted, compensated, or terminated solely on the basis of their capacity to perform the job, independent of gender and other personal characteristics & beliefs as mentioned in the policy.

All Employees are free from all types of discriminatory practices. Every one is provided equal access to employment and is entitled to equal pay for equal work.

Everyone is free to exercise his/her religion at facility premise.

### **Pregnant Female**

Company provides opportunities to pregnant females equally.

Female candidates are not subject to any pregnancy testing as a condition for employment at the time of hiring, or for continued employment. They are not involuntary transferred to tasks more strenuous than performed prior to the pregnancy. Similarly, pregnant workers are allowed time off for doctor appointment.

### **Self-Declaration Form:**

Compliance Officer Gets filled Self-declaration Form from all employees/contractor employees at the time of their hiring, Self-declaration Form which includes statement that the applicant affirming his/her understanding of the company's discrimination policies.

The applicant signs this statement. This form is kept in personal files of all employees

### **COMMUNICATION CHANNEL:**

#### **Managers/ Incharges /Supervisors /Nurse/Management Training**

Managers/ Incharges /Supervisors/ /Nurse/Management /All Workers are trained in above policy and procedure. MR gives the above training by using any one of the following methods

☐ Verbal ☐ Slide / Presentation Written material

All trainings are recorded on Training Record Form.

Training Records Form are filed in personnel files and kept with Personnel Department

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### **Staff and Workers Training**

MR ensures that all employees understand the above policy and it is implemented and maintained through:

Pasting policy at notices boards in various locations of the organization.

Training sessions

MR arranges the above training; all trainings are recorded on Training Record Form.

Training Record Form are filed in personnel files and kept with Personnel Department

### **Training**

MR ensures that all supervisors and upper management receive the training of how to effectively communicate with staff and workers in healthy way on above policy and it is implemented

### **Other interested parties including suppliers**

MR ensures that other interested parties including suppliers understand the above policy & procedure through:

-Display at ARTISTIC APPARELS PVT LTD website.

-Training sessions at ARTISTIC APPARELS PVT LTD or Supplier Premises

MR arranges the above training; all trainings are recorded on Training Record Form.

Training Record Form are filed in personnel files and kept with Personnel Department

### **CONTROL & FEEDBACK:**

#### **Control & Monitoring**

MR monitors the implementation of the procedure via all the reports and records that are generated at different levels and reverted back to him.

Any Nonconformity regarding Integrated Management System is recorded on Corrective & Preventive Action Report.

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MR conducts the audit to check the effectiveness of the Integrated Management System in ARTISTIC APPARELS PVT LTD.

All the non-compliances of Audit are logged on Corrective Action Report (For Audit)

Follow up Audit is conducted after taking Corrective Action against specific Non- conformity.

### **Feedback**

MR gets Feedback from Internal Audit Report and evaluates the feedback data graphically and presents to top management in Management Review Meeting by identifying those areas, which need improvement.

### **ASSOCIATED DOCUMENTS:**

ILO Convention 100 & Recommendation 111

(Equal remuneration for male and female workers for work of equal value; Discrimination) Discrimination Policy Annex F

### **RELATED DOCUMENTS:**

Self-Declaration Form

Corrective & Preventive Action

CPA Request Log

Training Record Form

Incident Report Form

Warning Letters

Show Cause Notice

WWC's Meeting Minutes.

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### PROHIBITION OF PRODUCTION IN SUBCONTRACTING / UNDECLARED UNIT (AAPL - 22)

#### **POLICY:**

Artistic Apparels ensure that production in subcontracting/undeclared unit is totally prohibited in any circumstances until/unless prior to take approval from our buyers in written form and ensure that before place any production The subcontracting Facility should comply buyers COC requirements with all applicable Pakistan Laws in the facility. It shall comply with all workforce of the ARTISTIC APPARELS PVT LTD at every unit.

**PURPOSE:** To establish and maintain a documented system to closely control and Monitor of this procedure is to define methodology for prohibiting the production of goods in any subcontracting/undeclared units without approval of customer in written form.

**RESPONSIBILITIES:** MR is responsible to carry out the activities as per this procedure.

#### **PROCEDURE:**

Artistic Apparels discourages all kinds of forced or compulsory labor under any conditions, including bonded, forced and /or prison. A full disclosure of terms and conditions of employment prior to recruitment is made to the employee. For this purpose, an appointment letter is filed of each employee, which contains all necessary conditions of employment. Terms & Condition are fully understood by the employees and give their acceptance in terms of signing the other copy that is placed in their personal file at Personnel Department.

Personnel Department gets filled Self-declaration Form from all employees at the time of their hiring, Self-declaration Form which includes statement that the applicant is seeking employment voluntarily and is under no threat. Applicant signs the above statement that shows applicant acceptance for employment

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at Artistic Apparels. This form is kept in personal files of all employees at Personnel Department.

The security guards are present to ensure safety of personnel, property only and to control the movement of unauthorized material to and from the factory premise. They do not pose any threat/pressure to employees in respect of performing their duties

Neither the Artistic Apparels nor any entity supplying labor to Artistic Apparels engages in or support trafficking in human beings.

### **Managers/ Incharges /Supervisors Training**

Managers/ Incharges /Supervisors are trained in above policy and procedure. MR gives the above training by using any one of the following methods

\* Verbal                      \* Slide / Presentation                      \* Written material

All trainings are recorded on Training Record Form. Training Records Form are filed in personnel files and kept with Personnel Department.

### **Staff and Workers Training**

MR ensures that all employees understand the above policy and it is implemented and maintained through:

- Pasting policy at notices boards in various locations of the organization.
- Training sessions

MR arranges the above training; all trainings are recorded on Training Record Form. Training Record Form are filed in personnel files and kept with Personnel Department.

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### **Other interested parties including suppliers**

MR ensures that other interested parties including suppliers understand the above policy & procedure through display at Artistic Apparels website.

- Training sessions at Artistic Apparels or Supplier Premises

MR arranges the above training; all trainings are recorded on Training Record Form. Training Record Form are filed in personnel files and kept with Personnel Department

### **CONTROL & FEEDBACK**

#### ***Control***

MR monitors the implementation of the procedure via all the reports and records that are generated at different levels and reverted back to him. Any Nonconformity regarding Integrated Management System is recorded on Corrective & Preventive Action Report. MR conducts the audit to check the effectiveness of the Integrated Management System in Artistic Apparels. All the non-compliances of Audit are logged on Corrective Action Report. Follow up Audit is conducted after taking Corrective Action against specific Non-conformity.

#### ***Feedback***

MR gets Feedback from Internal Audit Report and evaluates the feedback data graphically and presents to top management in Management Review Meeting by identifying those areas, which need improvement.

#### **RELATED RECORDS:**

Self-Declaration Form  
Corrective & Preventive Action Request  
Training Record Form

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